

Village of Key Biscayne Community Survey

Findings Report

...helping organizations make better decisions since 1982

2018

Submitted to the Village of Key Biscayne, Florida

By:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

July 2018





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Trend Analysis	21
Section 3: Benchmarking Analysis	29
Section 4: Importance-Satisfaction Analysis	37
Section 5: Question 32 Comments	49
Section 6: Tabular Data	73
Section 7: Survey Instrument	137

Village of Key Biscayne 2018 Community Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the Village of Key Biscayne during the summer of 2018. The purpose of the survey was to help the Village of Key Biscayne ensure that the village's priorities continue to match the needs and desires of its residents. The information provided will be used to improve existing services and help the Village better understand the evolving needs of residents in Key Biscayne.

The seven-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in the Village of Key Biscayne. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Key Biscayne from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. A total of 549 residents completed the survey. The overall results for the sample of 549 households have a precision of at least +/-4% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Key Biscayne with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflect the utilization and awareness of village services, the percentage of "don't know" responses have been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion.*"

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2015 and 2018 community surveys,
- benchmarking data that shows how the results for Key Biscayne compare to other communities,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the Village to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Satisfaction with Village Services

The major Village services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire rescue services (93%), overall quality of police services (71%), overall quality of the Community Center (71%), and the overall quality of sports fields (68%). The top three Village service items that should receive the most emphasis over the next two years, are: the overall traffic conditions within the community, overall quality of traffic enforcement, and the overall quality of beach maintenance. The overall quality of the Community Center trended upward 7%, from 64% in 2015 to 71% in 2018.

Overall Ratings and Perception of the Village

Residents were asked to rate the Village of Key Biscayne as a place to live, work, and raise children. Based upon the combined percentage of “excellent” and “good” responses among respondents *who had an opinion*, the highest ratings for the Village, were: as a place to live (98%), overall quality of life (96%), as a place to raise children (95%), and as a place for play and/or leisure (91%). The Village of Key Biscayne performed very well, compared to the national average and communities in Florida. The Village of Key Biscayne’s rating as a place to live ranked 28% above the national average and the overall quality of life in Key Biscayne ranked 14% above the national average.

Satisfaction with Specific Village Services

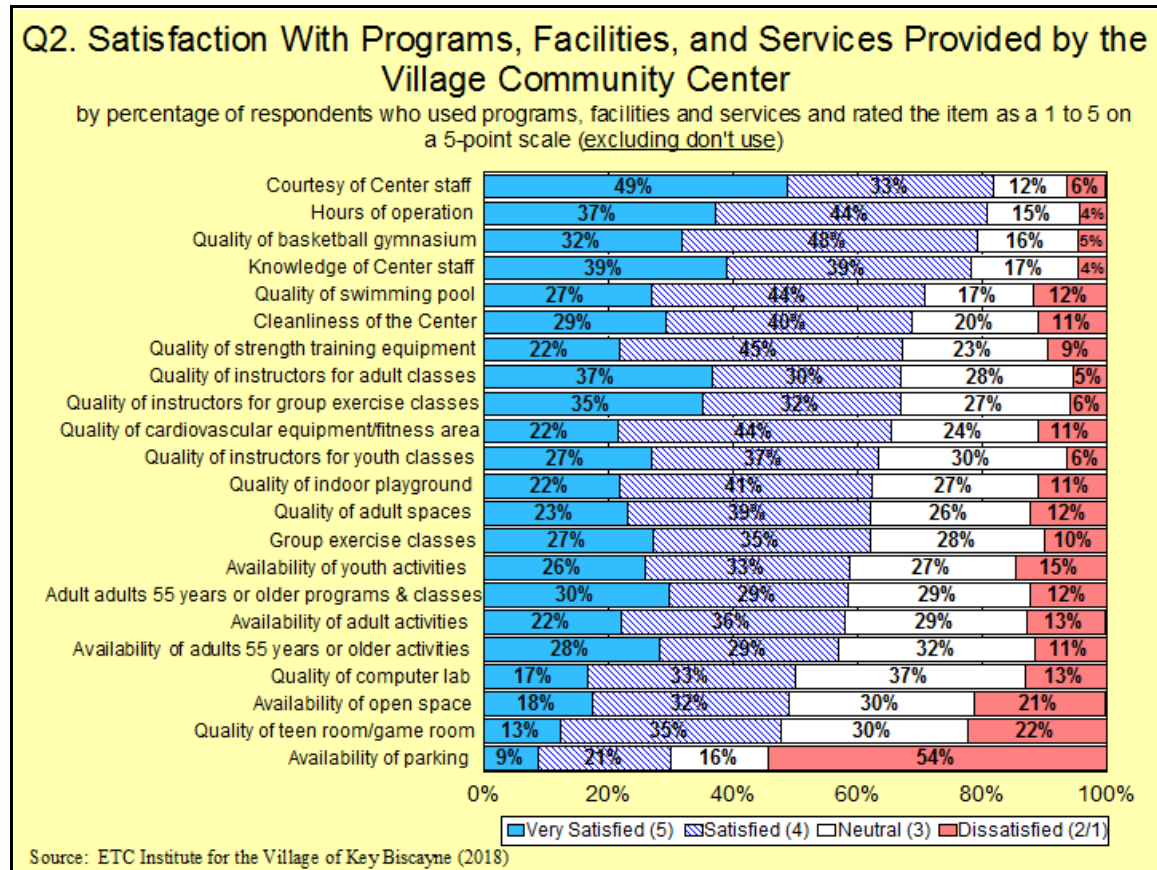
- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the professionalism of employees responding to emergencies (84%), police response times to emergencies (82%), and Village efforts to prevent crime (72%). The Key Biscayne police response times to emergencies ranked 15% above the national average and Village efforts to prevent crime ranks 17% above the national average.
- **Fire Services.** The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an*

opinion, were: the professionalism of employees responding to emergencies (96%), overall quality of local fire rescue protection (96%), and how quickly fire rescue responds to 911 emergencies (93%).

- **Village Communication.** The highest levels of satisfaction with Village communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about Village services (56%), efforts by the Village to keep the community informed about local issues (50%), and the timeliness of information provided by the Village (49%).
 - Respondents were asked to indicate what sources they use to get information about Village programs, services, and events. The most selected sources were: local newspapers (55%), friends, family, and neighbors (51%), email updates/Village Connect (48%), and the Village website (38%). The sources that households most prefer to receive information from, are: email updates/Village Connect, local newspapers, and the Village website.
- **Transportation.** The level of importance for Village transportation, based upon the combined percentage of “very important” and “important” responses among residents *who had an opinion*, were: pedestrian safety (90%), traffic calming efforts (87%), and bicycle safety (82%).
 - Respondents were asked if they had used Freebee, a free and electric ride sharing service provided by the Village of Key Biscayne, within the past year. Forty-two percent (42%) of respondents indicated they have used the service. From the percentage of residents who have used Freebee, fifty-four percent (54%) indicated they have used it three or more times during the past year. When Freebee users were asked what type of trips they had made, forty-eight percent (48%) of respondents indicated they used Freebee for making trips that would have been made with a personal vehicle and 34% used Freebee to avoid parking congestion in the Village.
 - Residents were asked if they had used LimeBike, the bicycle-sharing system in the Village of Key Biscayne, within the past year. Thirty-one percent (31%) indicated they have used the service. From the percentage of residents who have used LimeBike, fifty percent (50%) indicated they have used the service three or more times within the past year. When asked what type of trips were taken with LimeBike, forty-five percent (45%) indicated they use the service for leisure and/or riding for fun.
- **Community Center.** Seventy-nine percent (79%) of residents have used the Village of Key Biscayne Community Center within the past year. The highest levels of satisfaction with the Village of Key Biscayne Community Center, based upon the combined percentages of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the courtesy of the Community Center staff (82%), hours of operation (81%), quality of the basketball gymnasium (80%), and the knowledge of the Community Center staff (78%). The chart below shows the satisfaction of the programs, facilities, and services provided by the

Village Community Center. The top three parks and recreation programs, facilities, and services that residents indicated are the most important, were: the quality of cardiovascular equipment/fitness area (26%), availability of parking (25%), and the quality of strength training equipment (21%). The overall satisfaction with the Village of Key Biscayne Community Center trended upward 9%, from 70% in 2015 to 79% in 2018.

- Respondents were asked how often, on average, they and members of their household use the Community Center; in which forty percent (40%) indicated they use the Community Center several times per week.



- **Improvements.** Respondents were asked to rate their level of agreement with actions to improve existing parks and recreation facilities in the Village of Key Biscayne. The highest levels of agreement with the suggested improvements, based upon the combined percentage of “strongly agree” and “agree” responses among residents *who had an opinion*, were: to develop additional parking access to the Community Center (71%), expand the Fitness Center area at the Community Center (61%), acquire open space for passive activities (57%), and acquire and develop pocket parks within the community (56%). Suggested improvements that are the most important to households, are: the development of additional parking access to the Community Center, expanding the Fitness Center area at the Community

Center, acquiring open space for passive activities, and acquiring and developing pocket parks within the community.

Additional Findings and Recommendations

- From a list of six items, respondents were asked to indicate how high of a priority each item was to them and their household. The highest Village priorities, based upon the combined percentage of “very high priority” and “high priority” responses among residents *who had an opinion*, were: stormwater improvements (88%), burying of power lines (79%), and beach re-nourishment (78%). Village priority items that residents feel should receive the most emphasis over the next two years, are: stormwater improvements, sea level rise mitigation, and the installation of smart traffic signalization to improve traffic flow.
- Residents were asked to indicate their level of support of the Village purchasing land in the Village for development of additional parks, recreation, and sports facilities. Half (50%) of respondents indicated they are “very supportive” of the purchasing of land for the purpose of parks and recreation development.
- When respondents were asked to what reasons prevented them from using parks and recreation programs and/or facilities; thirty-seven percent (37%) indicated the lack of parking prevents them from using the facilities and/or participating in parks and recreation programs.
- The highest levels of agreement with the Village’s emergency preparedness, based upon the combined percentage of “strongly agree” and “agree” responses among residents *who had an opinion*; eighty-three percent (83%) indicated they know where to get information during an emergency and 80% responded that their household is prepared with food, water, and other supplies for an emergency (such as a hurricane).
- Respondents were asked for their opinion about the level of code enforcement and ordinances established in the Village of Key Biscayne, in which, fifty-seven percent (57%) indicated the level of code enforcement is “just right”.
- Residents were asked how many visits they had made to the local Miami-Dade County library, within the past year, and fifty-six percent (56%) indicated they have visited the library 1-10 times or more. From the respondents who had visited the Miami-Dade County Library within the past year, thirty-two percent (32%) indicated they were “very satisfied” and 35% of respondents were “satisfied” with their visit to the library.
- When respondents were asked if they would be interested in using a paid autonomous vehicle service in the Village, thirty-one percent (31%) indicated they would use the vehicle service.

How the Village of Key Biscayne Compares to Other Communities Nationally

Satisfaction ratings for The Village of Key Biscayne **rated the same as or above the U.S. average in 22 of the 33 areas** that were assessed. The Village of Key Biscayne rated significantly higher than the U.S. average (difference of 5% or more) in 17 of these areas. Listed below are the comparisons between the Village of Key Biscayne and the U.S. average:

Service	Key Biscayne	United States	Difference	Category
As a place to visit	90%	60%	30%	Perceptions
As a place to live	98%	70%	28%	Perceptions
As a place to retire	86%	58%	28%	Perceptions
As a place to raise children	95%	68%	27%	Perceptions
Overall image of Village	87%	64%	23%	Perceptions
Overall quality of life	95%	73%	22%	Perceptions
Village efforts to prevent crime	73%	56%	17%	Police Services
Police response times to emergencies	82%	65%	17%	Police Services
Overall quality of streets	66%	50%	16%	Village Services
Overall quality of sidewalks	61%	47%	14%	Village Services
Quality of Emergency Medical Services (EMS)	92%	80%	12%	Fire Services
Overall quality of local fire rescue protection	95%	83%	12%	Fire Services
Emergency preparedness	76%	66%	10%	Perceptions
Availability of information about Village services & activities	56%	46%	10%	Communication
As a Village moving in right direction	63%	53%	10%	Perceptions
How quickly fire rescue responds to 911 emergencies	93%	84%	9%	Fire Services
Overall quality of Community Center	71%	64%	7%	Village Services
Level of public involvement in local decision making	37%	33%	4%	Communication
Efforts by Village to keep you informed about local issues	50%	46%	4%	Communication
How well Village is planning for the future	51%	47%	4%	Perceptions
Overall quality of sports fields	67%	65%	2%	Village Services
Overall quality of local police protection	70%	70%	0%	Police Services
Communication by Village officials to residents	48%	49%	-1%	Village Services
Timeliness of information provided by Village	49%	50%	-1%	Communication
As a place to work	52%	54%	-2%	Perceptions
Visibility of police in neighborhoods	56%	59%	-3%	Police Services
Adequacy of Village street lighting	49%	56%	-7%	Village Services
Overall quality of code enforcement	39%	52%	-13%	Village Services
Quality of Village's social media outlets	38%	56%	-18%	Communication
Quality of Village's website	43%	62%	-19%	Communication
Enforcement of local traffic laws	45%	64%	-19%	Police Services
Visibility of police in retail areas	42%	61%	-19%	Police Services
Overall traffic conditions within the community	26%	51%	-25%	Village Services

How the Village of Key Biscayne Compares to Other Communities Regionally

Satisfaction ratings for The Village of Key Biscayne **rated the same or above the average of communities in Florida in 20 of the 33 areas** that were assessed. The Village of Key Biscayne rated significantly higher than this average (difference of 5% or more) in 18 of these areas. Listed below are the comparisons between The Village of Key Biscayne and the average for the Florida region:

Service	Key Biscayne	Florida	Difference	Category
As a place to visit	90%	54%	36%	Perceptions
As a place to retire	86%	52%	34%	Perceptions
As a place to live	98%	66%	32%	Perceptions
As a place to raise children	95%	68%	27%	Perceptions
Village efforts to prevent crime	73%	56%	17%	Police Services
As a Village moving in right direction	63%	46%	17%	Perceptions
Overall image of Village	87%	72%	15%	Perceptions
Police response times to emergencies	82%	67%	15%	Police Services
Quality of Emergency Medical Services (EMS)	92%	78%	14%	Fire Services
Overall quality of life	95%	81%	14%	Perceptions
Level of public involvement in local decision making	37%	23%	14%	Communication
Overall quality of local fire rescue protection	95%	84%	11%	Fire Services
How quickly fire rescue responds to 911 emergencies	93%	84%	9%	Fire Services
Overall quality of sidewalks	61%	54%	7%	Village Services
Overall quality of Community Center	71%	65%	6%	Village Services
How well Village is planning for the future	51%	45%	6%	Perceptions
Availability of information about Village services & activities	56%	51%	5%	Communication
Efforts by Village to keep you informed about local issues	50%	45%	5%	Communication
Emergency preparedness	76%	72%	4%	Perceptions
Overall quality of streets	66%	62%	4%	Village Services
As a place to work	52%	53%	-1%	Perceptions
Overall quality of local police protection	70%	72%	-2%	Police Services
Communication by Village officials to residents	48%	51%	-3%	Village Services
Visibility of police in neighborhoods	56%	59%	-3%	Police Services
Overall quality of code enforcement	39%	43%	-4%	Village Services
Overall quality of sports fields	67%	71%	-4%	Village Services
Timeliness of information provided by Village	49%	53%	-4%	Communication
Adequacy of Village street lighting	49%	54%	-5%	Village Services
Enforcement of local traffic laws	45%	62%	-17%	Police Services
Visibility of police in retail areas	42%	60%	-18%	Police Services
Quality of Village's social media outlets	38%	57%	-19%	Communication
Overall traffic conditions within the community	26%	49%	-23%	Village Services
Quality of Village's website	43%	68%	-25%	Communication

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the Village identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each Village service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with Village services over the next two years. If the Village wants to improve its overall satisfaction rating, the Village should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Overall Priorities for the Village. This analysis reviewed the importance of and satisfaction with major Village services. This analysis was conducted to help set the overall priorities for the Village. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years to raise the Village's overall satisfaction rating are listed below:

- Overall traffic conditions within the community (IS Rating = 0.2971)
- Overall quality of traffic enforcement (IS Rating = 0.2363)

The table below shows the importance-satisfaction rating for all 15 major categories of City services that were rated.

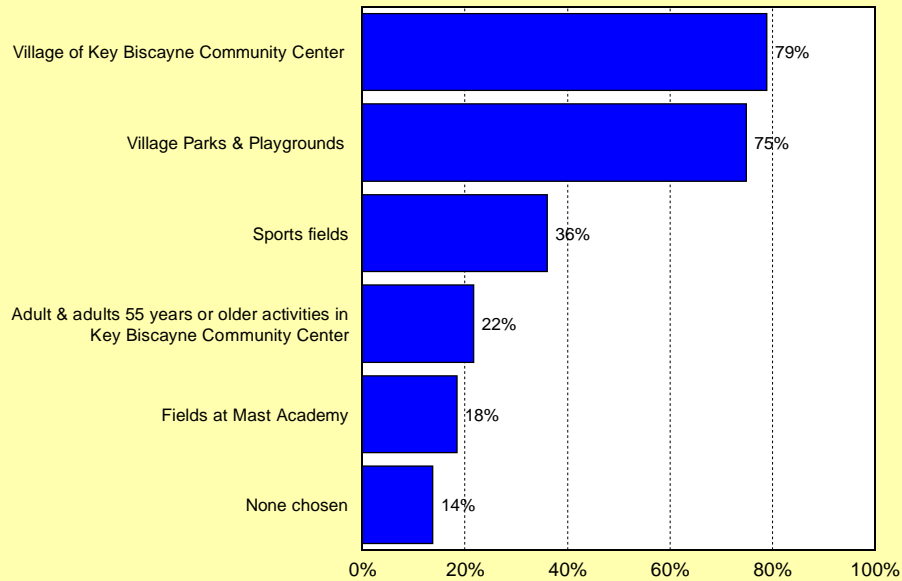
2018 Importance-Satisfaction Rating Village of Key Biscayne Major Village Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall traffic conditions within the community	40%	1	26%	15	0.2971	1
Overall quality of traffic enforcement	34%	2	31%	14	0.2363	2
High Priority (IS .10-.20)						
Overall quality of beach maintenance	32%	3	44%	11	0.1760	3
Medium Priority (IS <.10)						
Adequacy of Village street lighting	16%	5	49%	9	0.0804	4
Overall quality of police services	24%	4	71%	2	0.0683	5
Communication by Village officials to residents	12%	7	48%	10	0.0623	6
Overall quality of code enforcement	10%	8	39%	13	0.0614	7
Overall quality of zoning	10%	9	41%	12	0.0571	8
Quality & access to public education	14%	6	60%	7	0.0539	9
Overall quality of sidewalks	10%	10	61%	6	0.0369	10
Overall quality of streets	8%	13	66%	5	0.0274	11
Overall quality of Community Center	9%	11	71%	3	0.0267	12
Overall quality of sports fields	8%	14	67%	4	0.0246	13
Overall quality of special events	4%	15	60%	8	0.0145	14
Overall quality of fire rescue services	8%	12	93%	1	0.0053	15

Section 1

Charts and Graphs

Q1. Parks and Recreation Facilities Households Have Used Over the Past 12 Months

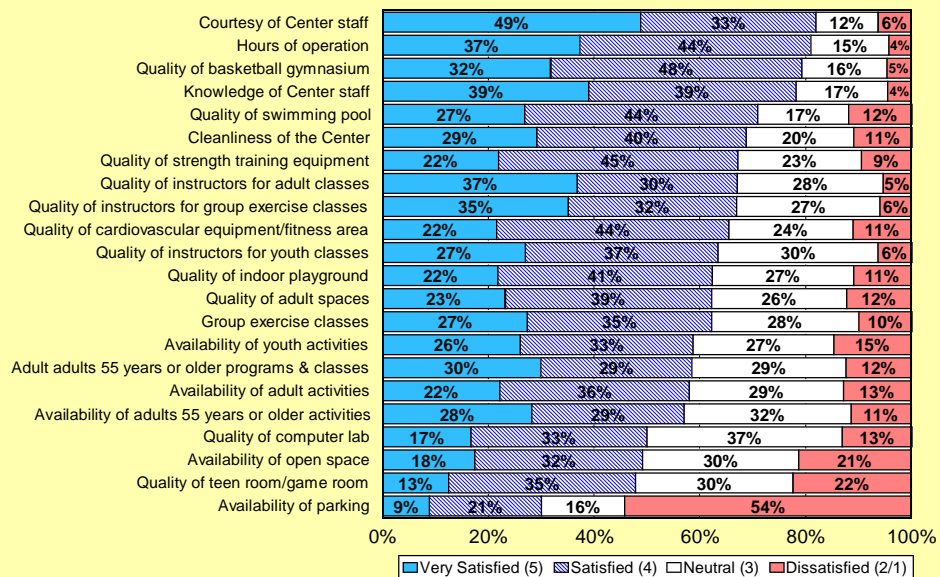
by percentage of respondents (multiple selections could be made)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q2. Satisfaction With Programs, Facilities, and Services Provided by the Village Community Center

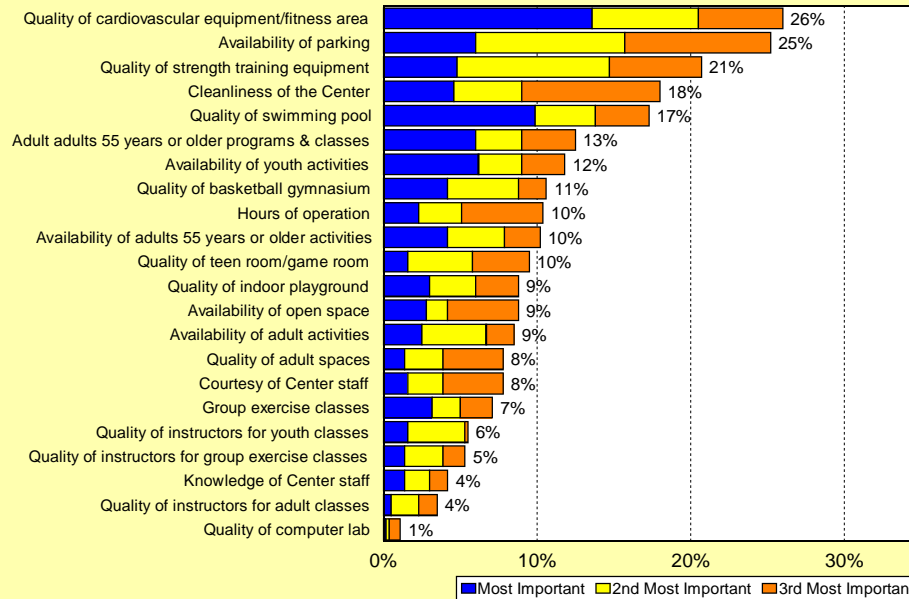
by percentage of respondents who used programs, facilities and services and rated the item as a 1 to 5 on a 5-point scale (excluding don't use)



Source: ETC Institute for the Village of Key Biscayne (2018)

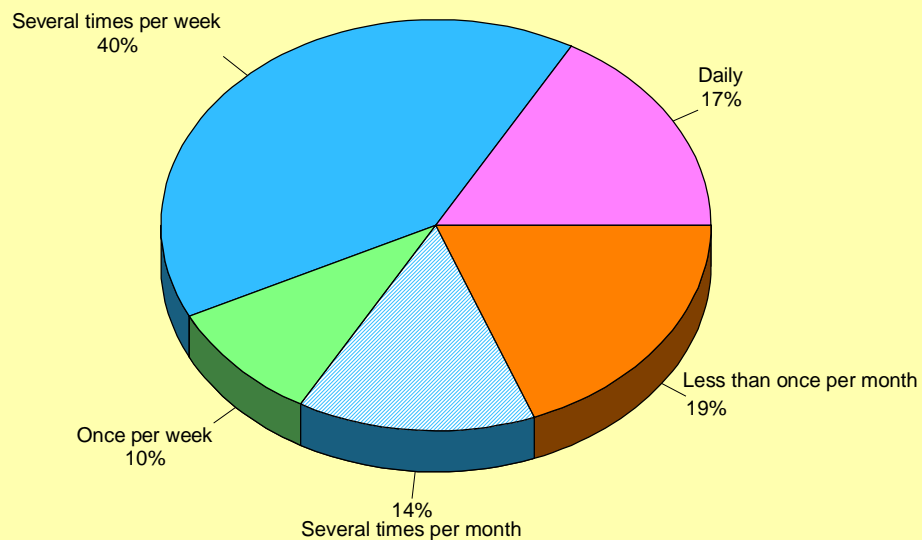
Q3. Programs, Facilities and Services Most Important to Household's Enjoyment of the Community Center

by percentage of respondents who selected the item as one of their top three choices



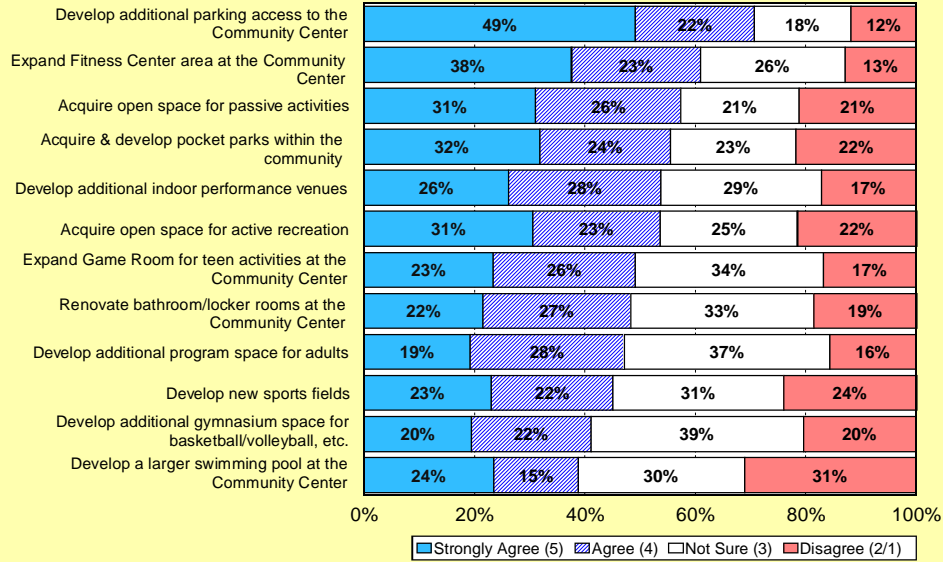
Q4. How Often Households Use the Community Center (On Average)

by percentage of respondents



Q5. Level of Agreement with Actions to Improve Existing Community Center and/or Possibly Develop Additional Indoor Programming Spaces at Other Locations

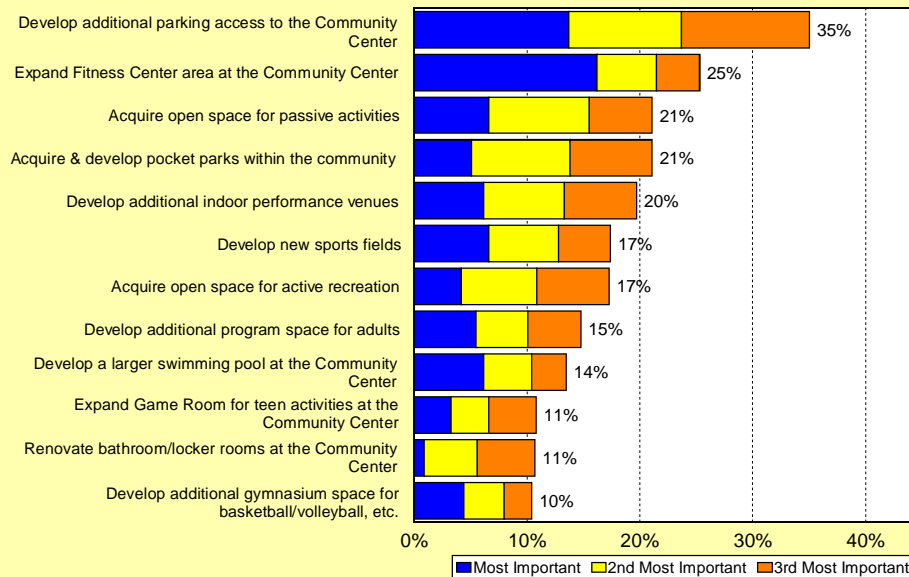
by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale



Source: ETC Institute for the Village of Key Biscayne (2018)

Q6. Actions Most Important to Households to Improve Existing Community Center and/or Develop Additional Indoor Program Spaces at Other Locations

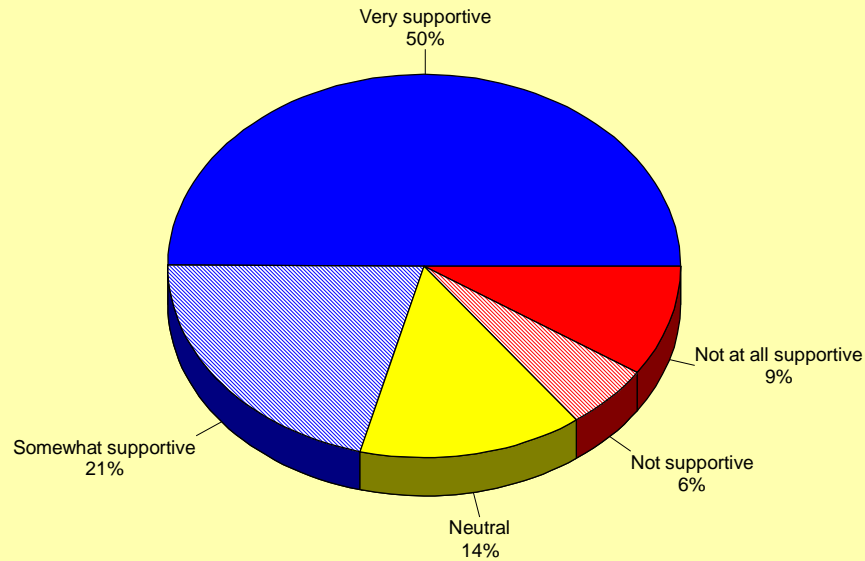
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute for the Village of Key Biscayne (2018)

Q7. Level of Support for the Village of Key Biscayne Purchasing Land for Development of Parks, Recreation, Sports Facilities, etc

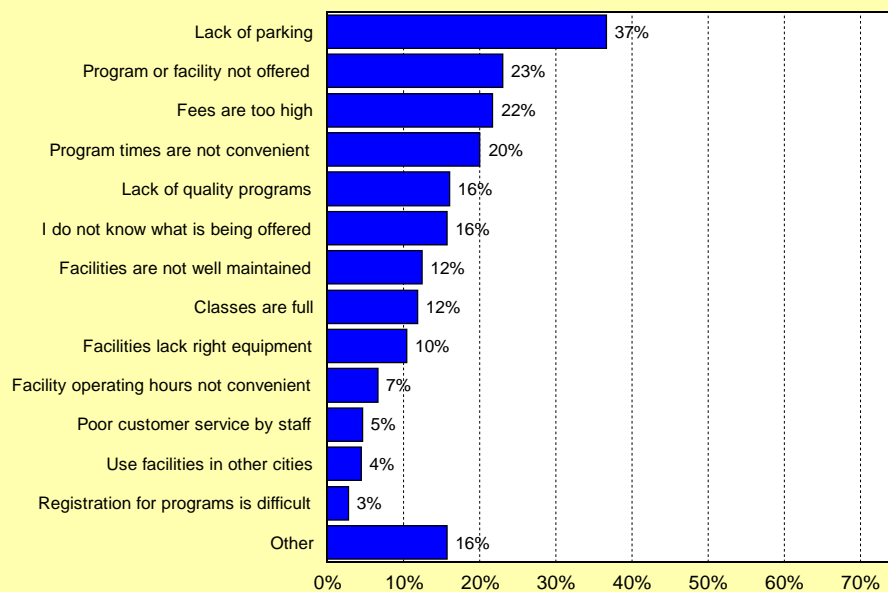
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Q8. Reasons That Prevent Households From Using Parks, Recreation and Sports Facilities or Programs More Often

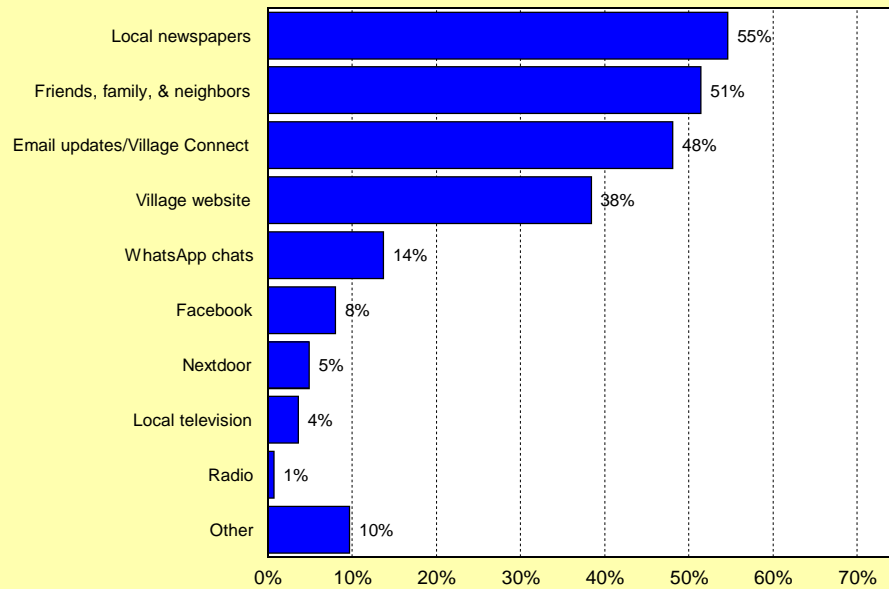
by percentage of respondents (multiple selections could be made)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q9. Ways Households Receive News and Information About Village Programs, Services, and Events

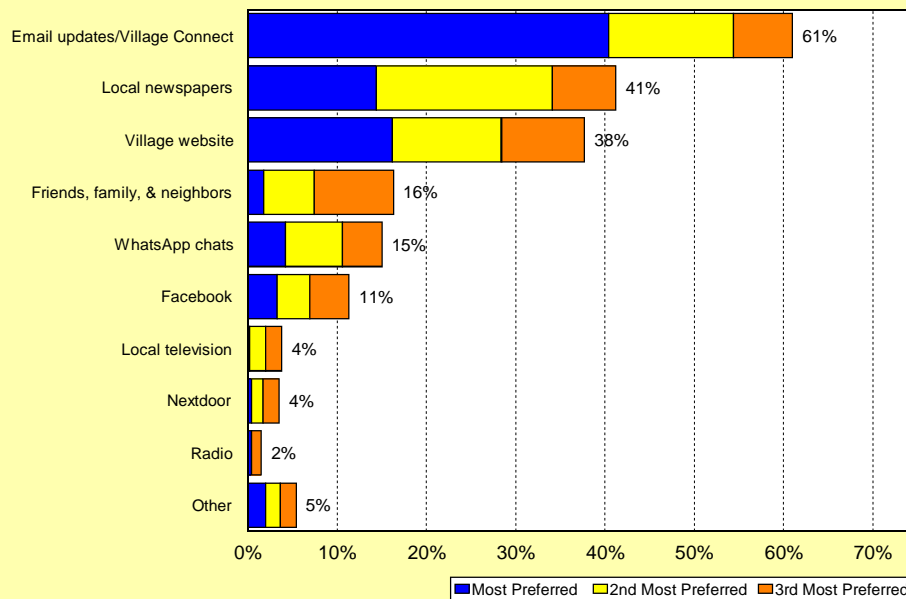
by percentage of respondents (multiple selections could be made)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q10. Sources Households Most Prefer to Receive Information From

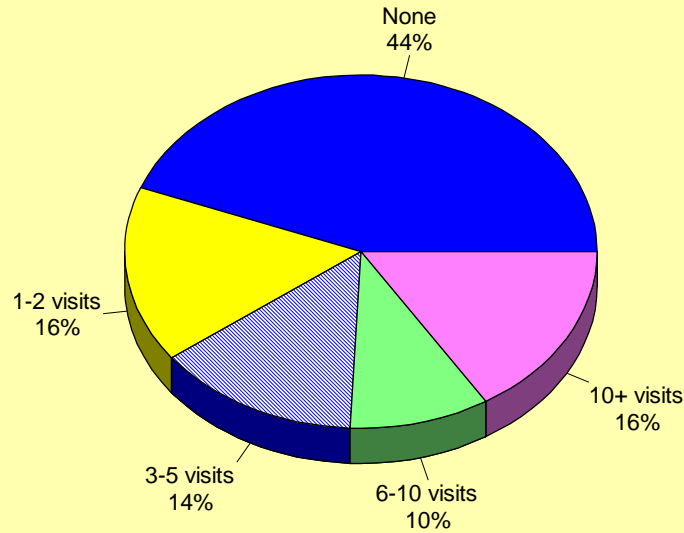
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute for the Village of Key Biscayne (2018)

Q11. How many visits have you made to the local Miami-Dade County library branch located in the Village of Key Biscayne during the past year?

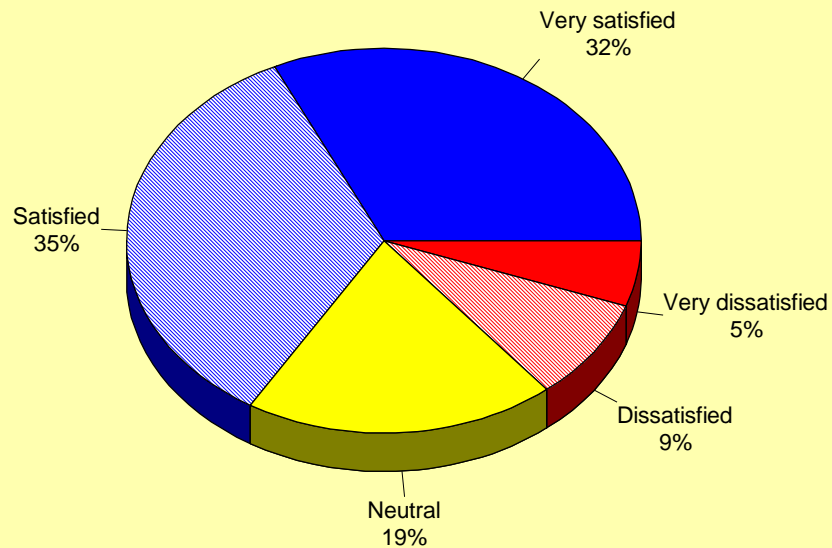
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Q11a. Overall Satisfaction with the Miami-Dade County Library Branch in the Village of Key Biscayne

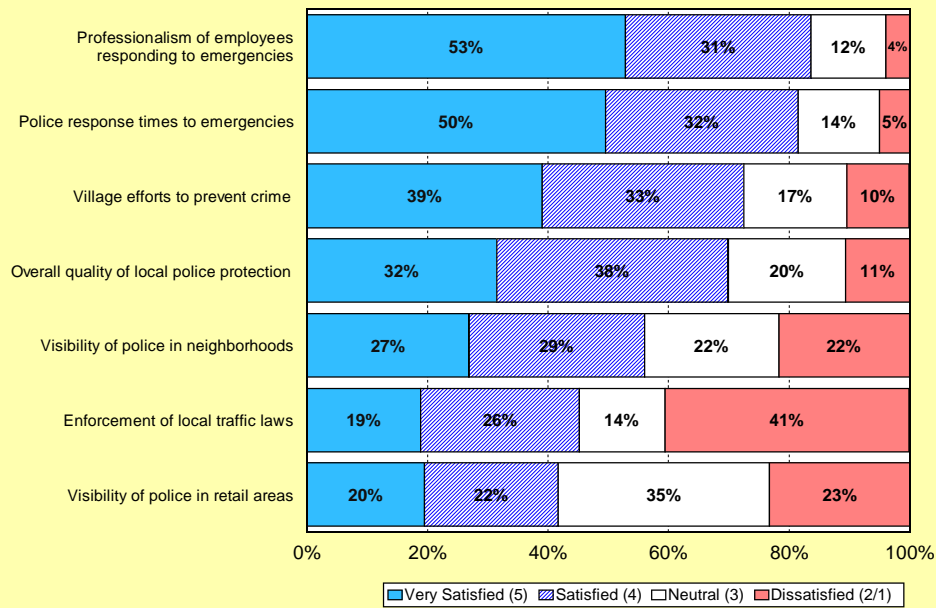
by percentage of respondents who have visited the library in the last year



Source: ETC Institute for the Village of Key Biscayne (2018)

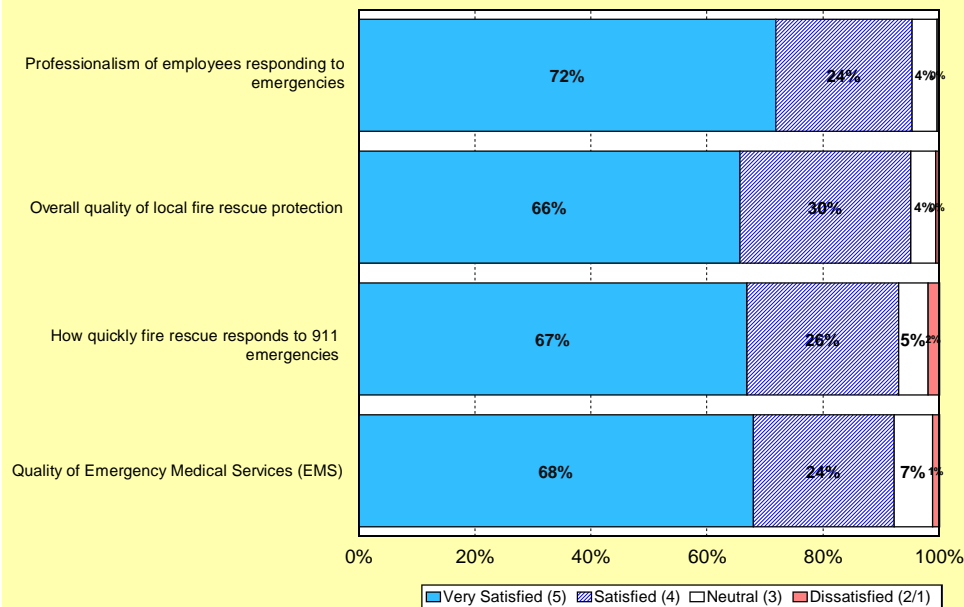
Q12. Overall Satisfaction with Police Services

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



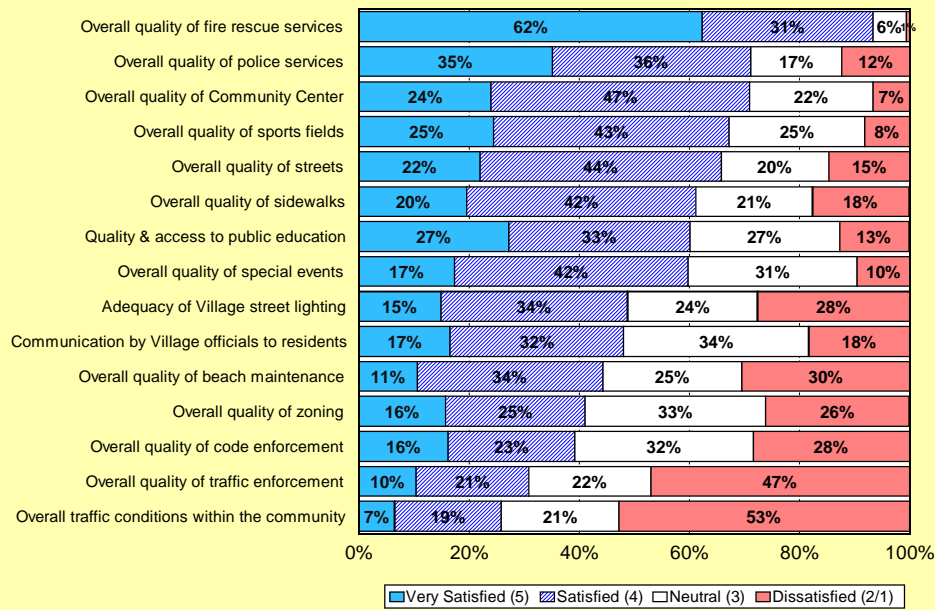
Q13. Overall Satisfaction with Fire Services

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



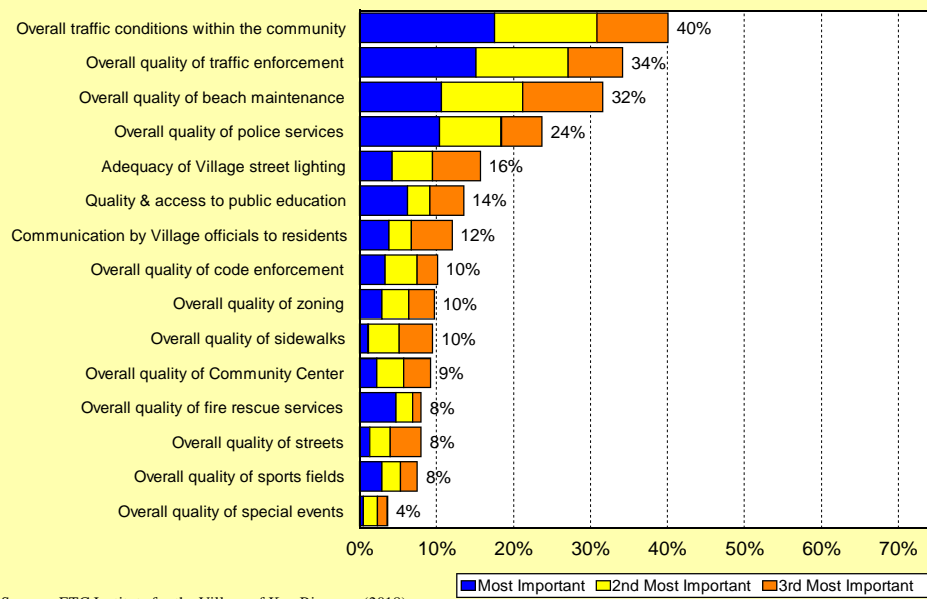
Q14. Overall Satisfaction with Major Village Services

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



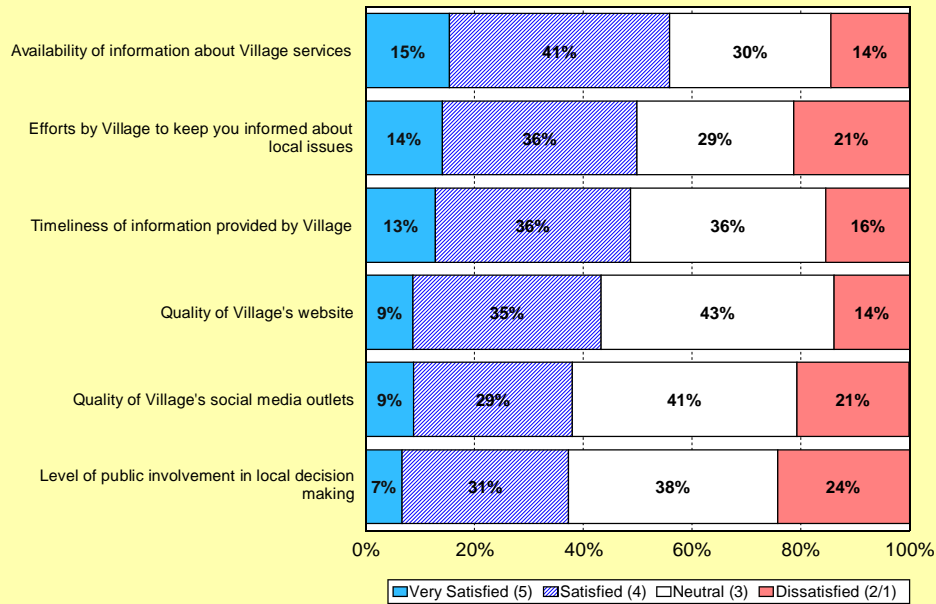
Q15. Items Households Feel Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



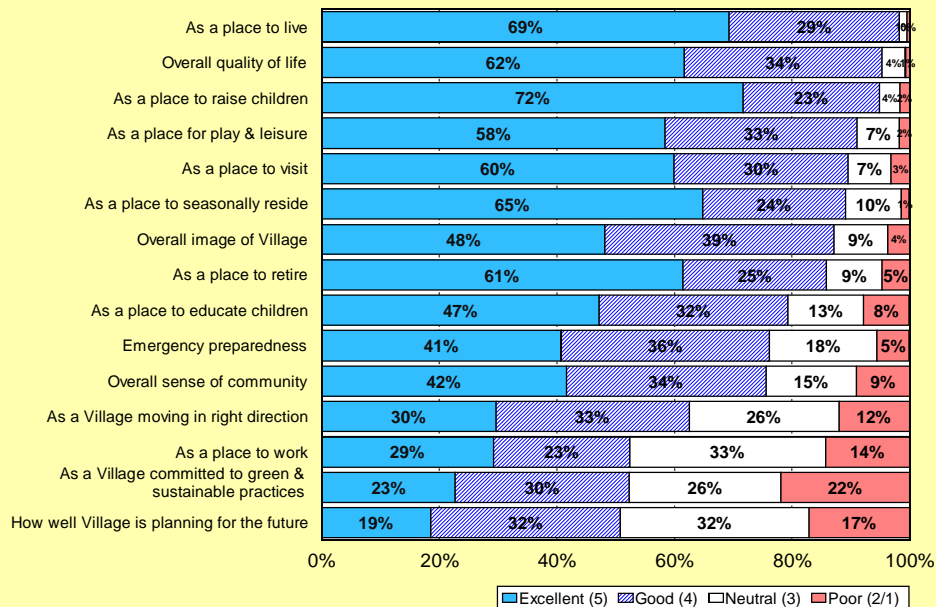
Q16. Overall Satisfaction with Village Communication

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



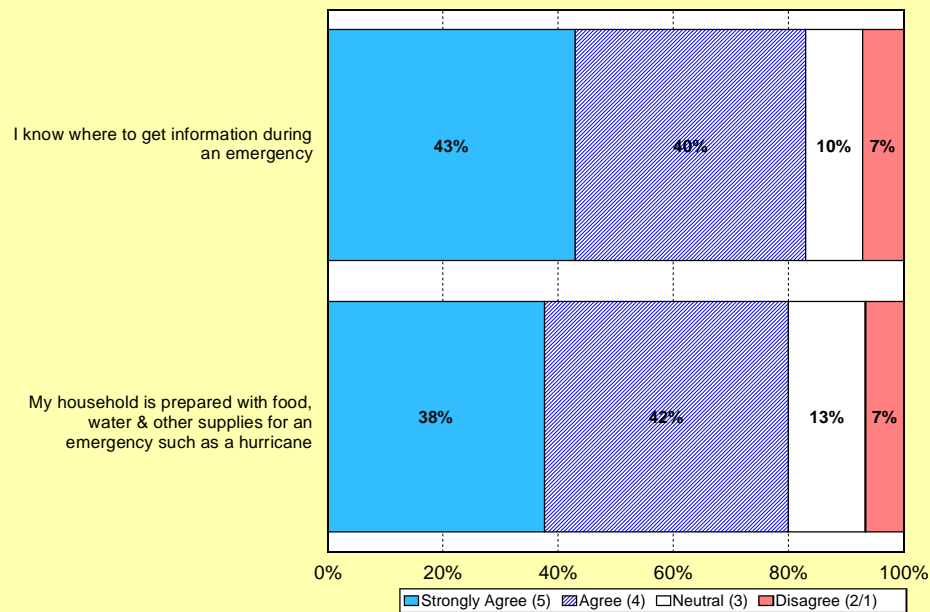
Q17. Ratings on Perception of the Village

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



Q18. Levels of Agreement with Village Emergency Preparedness

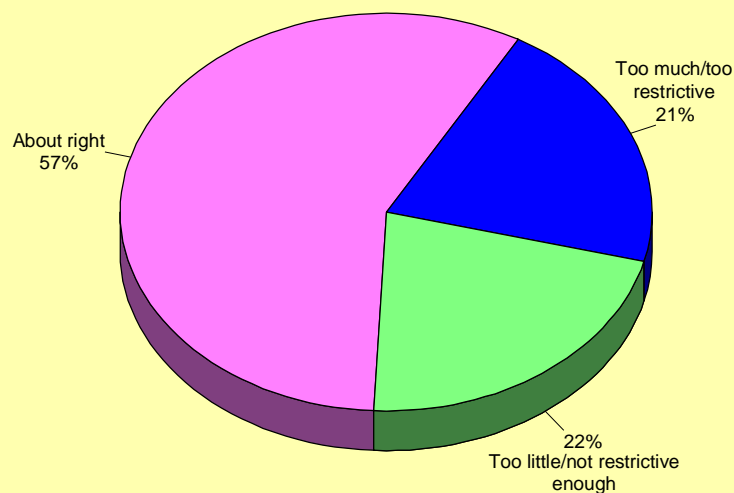
by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q19. Do you think the level of code enforcement and ordinance established by the Village of Key Biscayne in your neighborhood is...

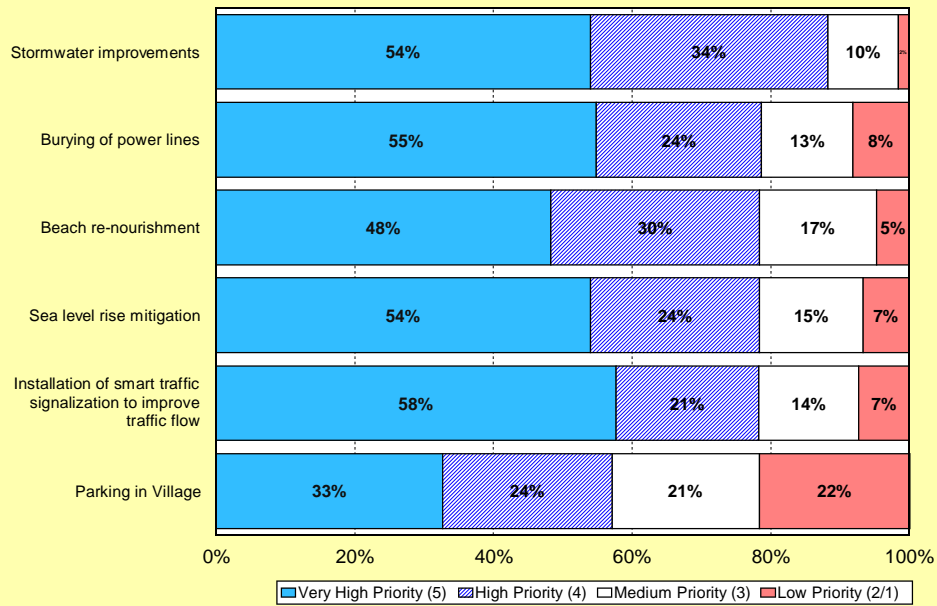
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

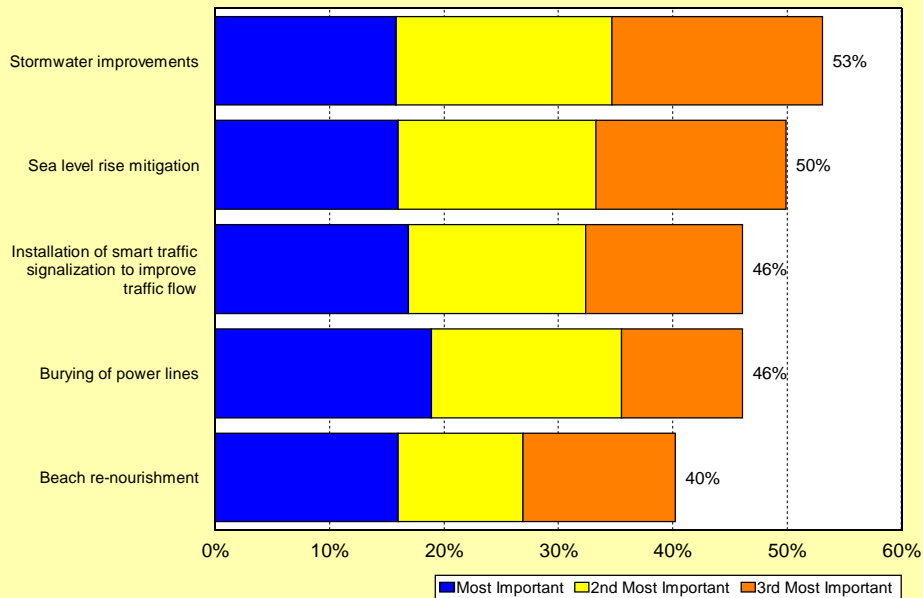
Q20. Level of Priority for Specific Items

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



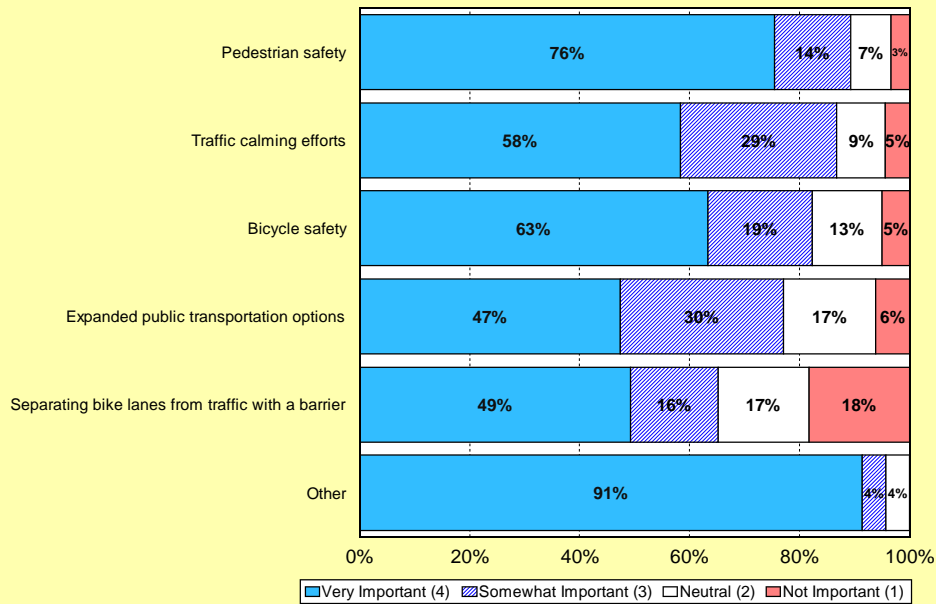
Q21. Items Households Feel Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



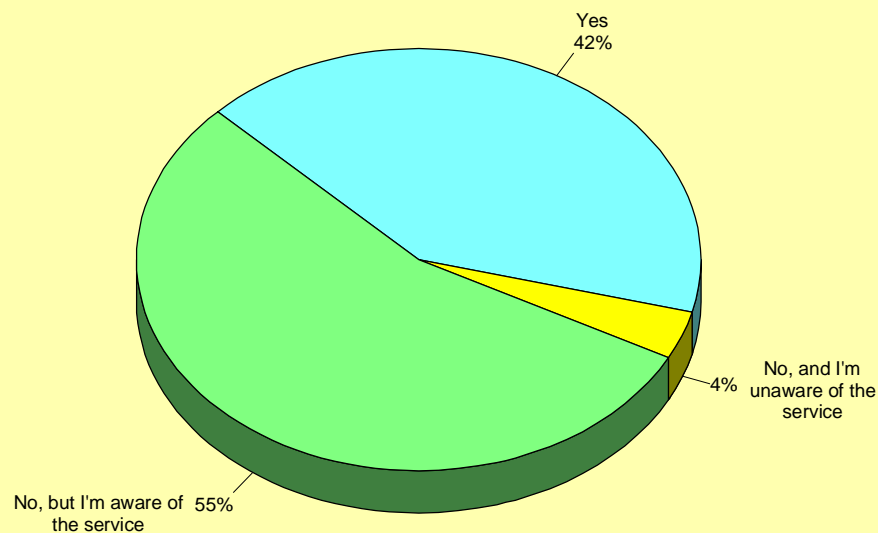
Q22. Level of Importance for Transportation Items

by percentage of respondents who rated the action as a 1 to 5 on a 5-point scale (excluding don't use)



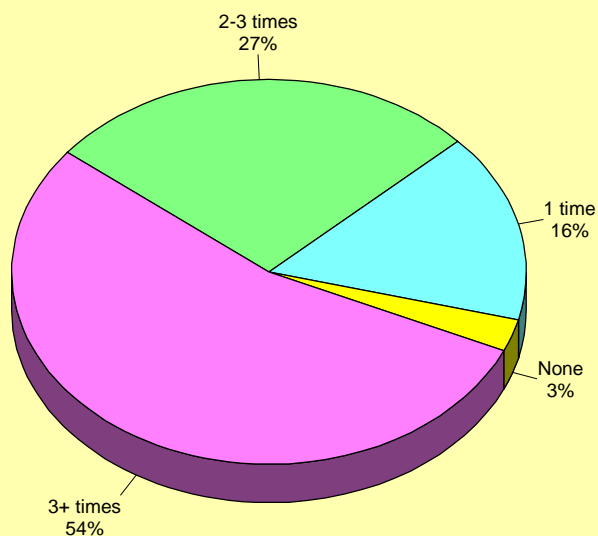
Q23. Have you used freebee, the free electric ride sharing service in the Village of Key Biscayne?

by percentage of respondents



Q23a. How many times have you used Freebee during the past year?

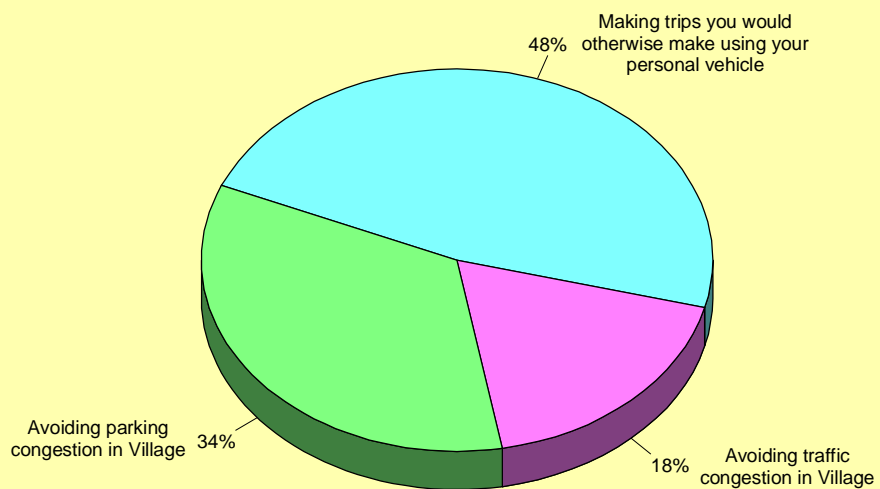
by percentage of respondents who have used Freebee



Source: ETC Institute for the Village of Key Biscayne (2018)

Q23b. For what types of trips have you used or would you use Freebee?

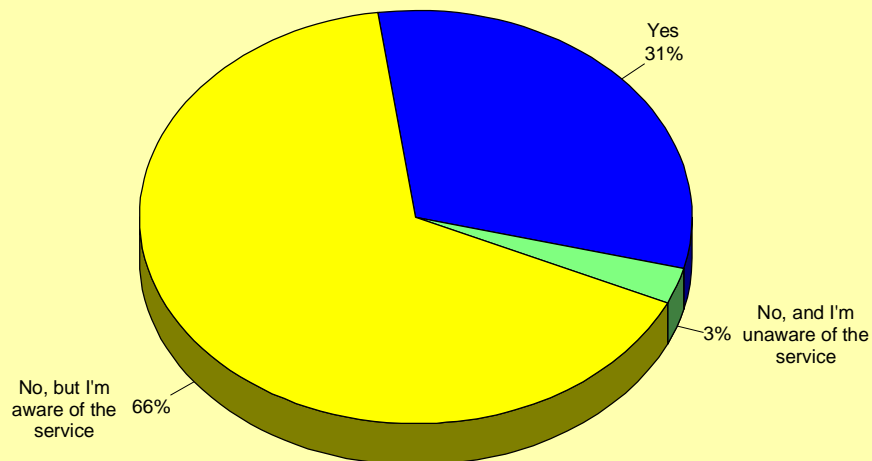
by percentage of respondents who have used Freebee (multiple choices could be made)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q24. Have you used LimeBike, the bicycle-sharing system in the Village of Key Biscayne?

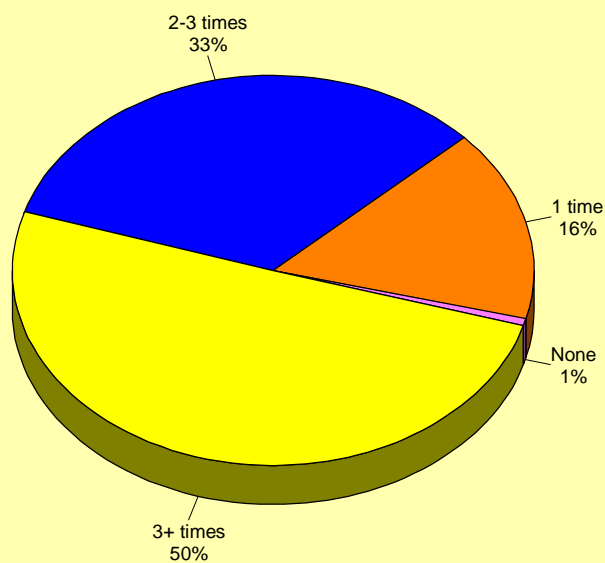
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Q24a. How many times have you used LimeBike during the past year?

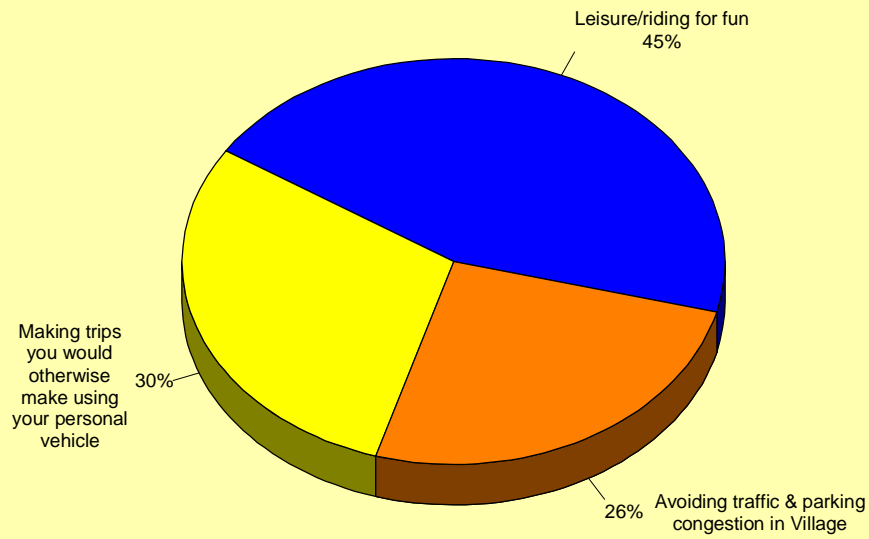
by percentage of respondents who have used LimeBike



Source: ETC Institute for the Village of Key Biscayne (2018)

Q24b. For what types of trips have you used or would you use LimeBike?

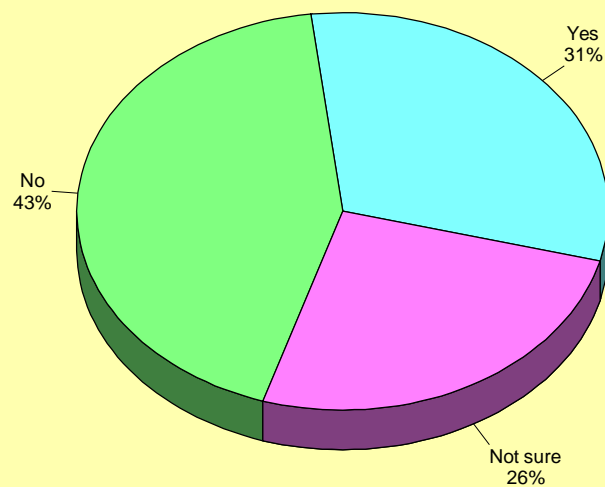
by percentage of respondents who have used LimeBike (multiple choices could be made)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q25. Would you be interested in using a paid autonomous vehicle service in the Village to make trips that you would normally use a personal vehicle for?

by percentage of respondents

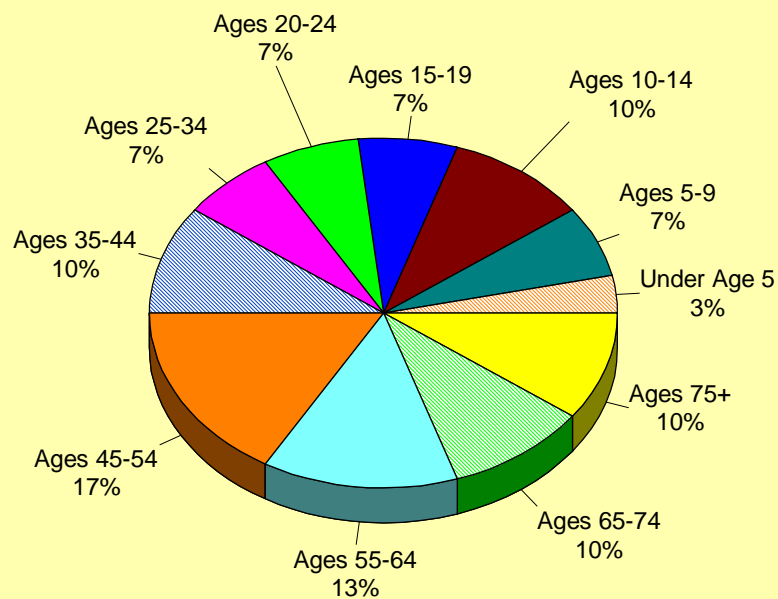


Source: ETC Institute for the Village of Key Biscayne (2018)

DEMOGRAPHICS

Source: ETC Institute for the Village of Key Biscayne (2018)

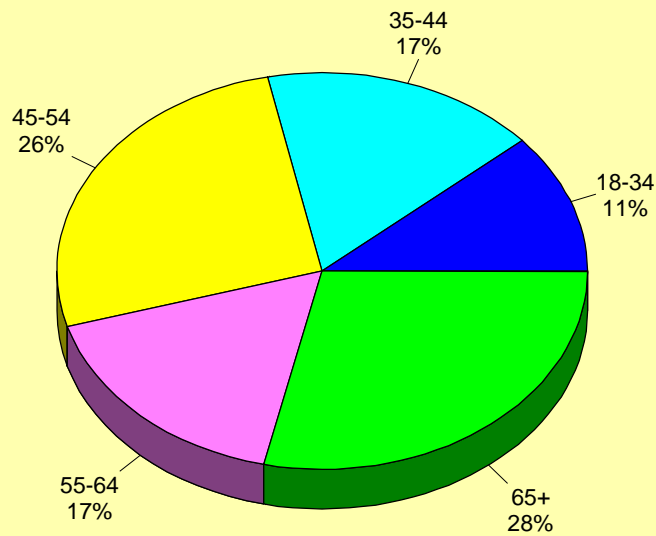
Q26. Demographics: Ages of People in Household
by percentage of household occupants



Source: ETC Institute for the Village of Key Biscayne (2018)

Q27. Demographics: Age of Respondents

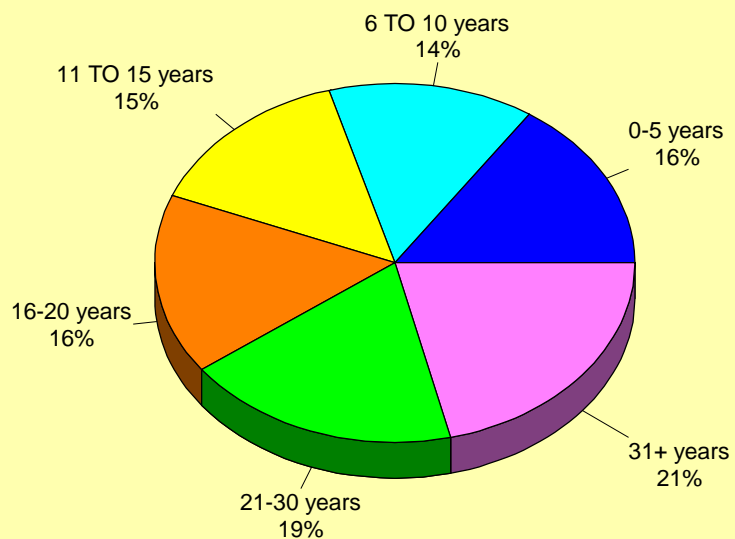
by percentage of respondents (excluding not provided)



Source: ETC Institute for the Village of Key Biscayne (2018)

Q28. Demographics: Years Lived in the Village of Key Biscayne

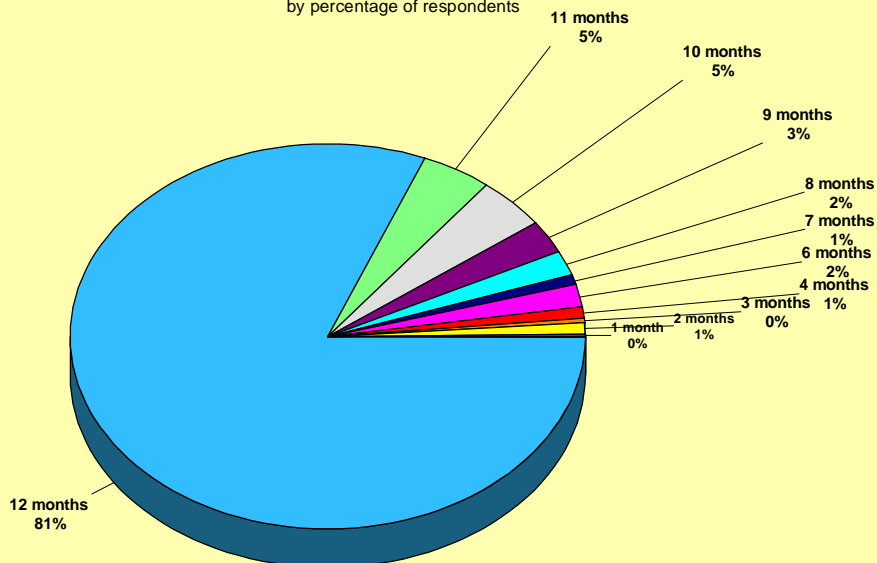
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Q29. Demographics: How many months per-year do you live in the Village of Key Biscayne?

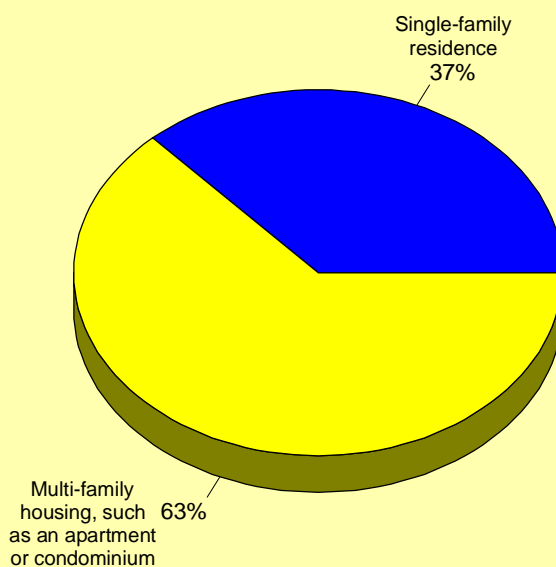
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Q30. Demographics: Do you live in a single-family home or an apartment/condominium?

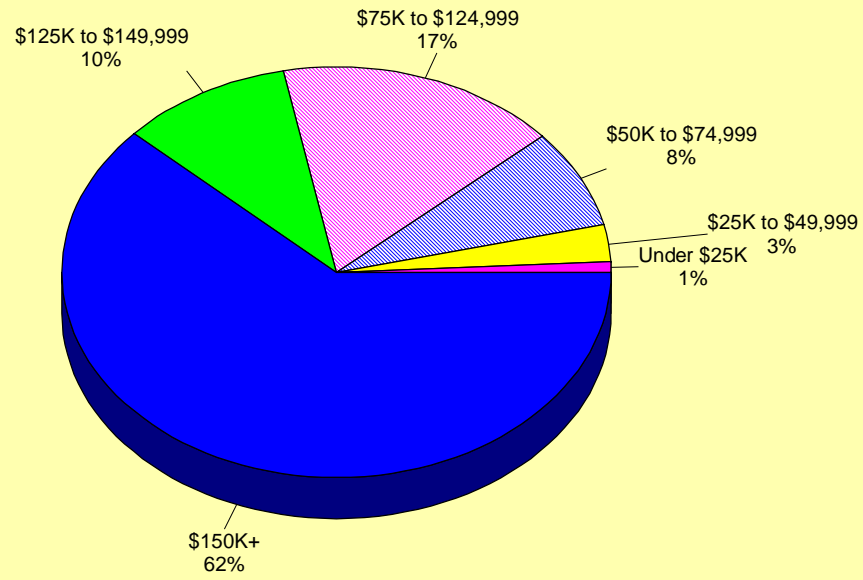
by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Q31. Demographics: Annual Household Income

by percentage of respondents



Source: ETC Institute for the Village of Key Biscayne (2018)

Section 2

Trend Analysis



Trends Summary Report

Village of Key Biscayne

Overview

Every three years the Village of Key Biscayne conducts a community survey to assess resident satisfaction with the delivery of major village services. The charts on the following pages show how the results of the Village's 2015 survey compares to the results of the Village's 2018 survey. Given the sample size of both surveys, changes of 5% or more were statistically significant. Some of the significant changes are described below.

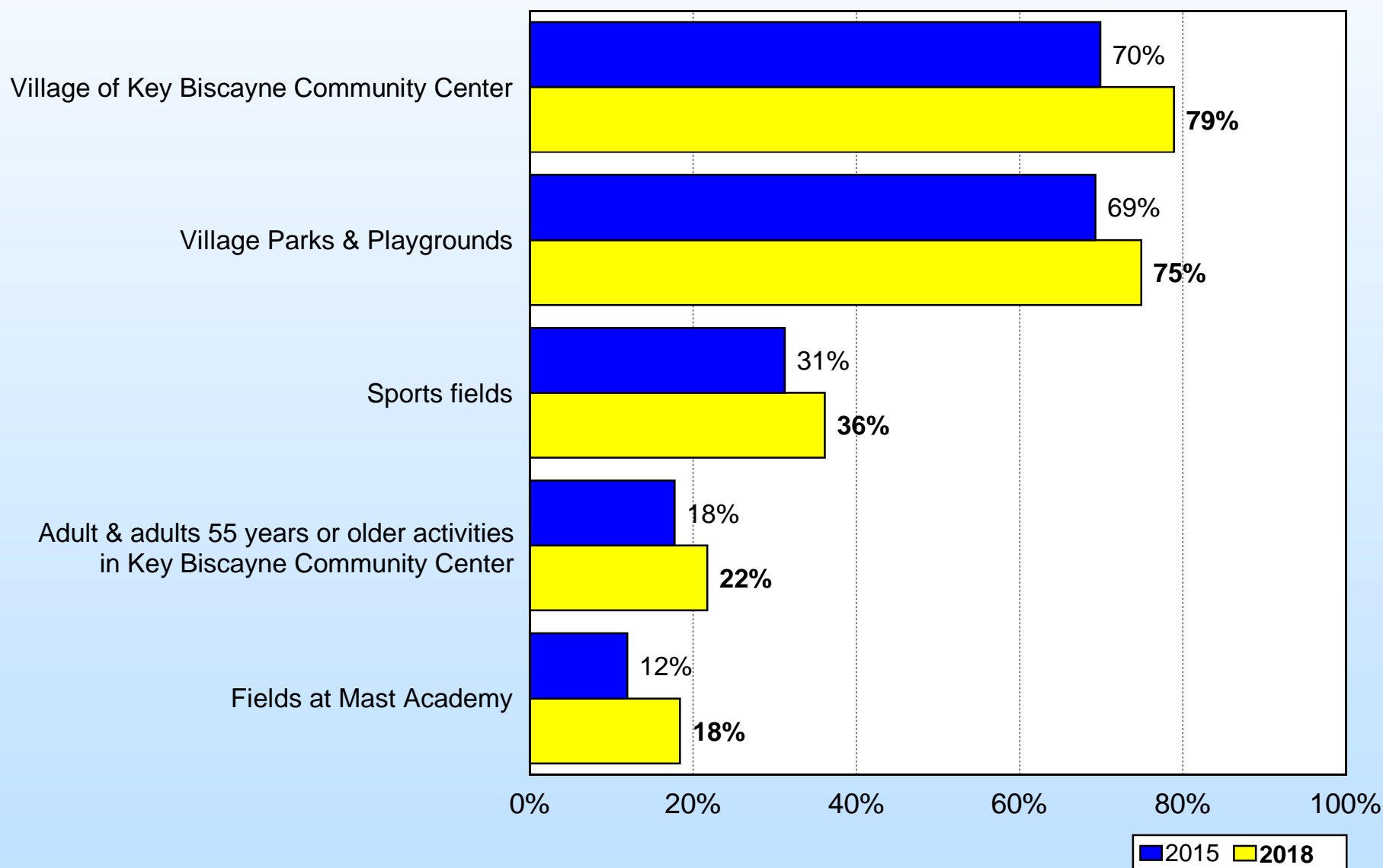
Significant Changes

- **Satisfaction with Major Village Services.** Among the five major village services that were assessed in 2015 and 2018, listed below are some of the significant improvements:
 - Satisfaction with the overall quality of the Community Center increased 9% from 70% in 2015 to 79% in 2018.
 - Satisfaction with Village Parks and Recreation has increased 6% from 69% in 2015 to 75% in 2018.
 - Satisfaction with the sports fields increased 5% from 31% in 2015 to 36% in 2018.
- **Community Center Programs, Facilities, and Services.**
 - Satisfaction with the quality of the basketball gymnasium increased 25% from 54% in 2015 to 79% in 2018.
 - Satisfaction with the quality of strength training equipment has increased 22% from 45% in 2015 to 67% in 2018.
 - The satisfaction in the overall quality of the Community Center has increased 7% from 64% in 2015 to 71% in 2018.

Q1. Overall Satisfaction with Parks and Recreation Facilities

Trends - 2015 & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

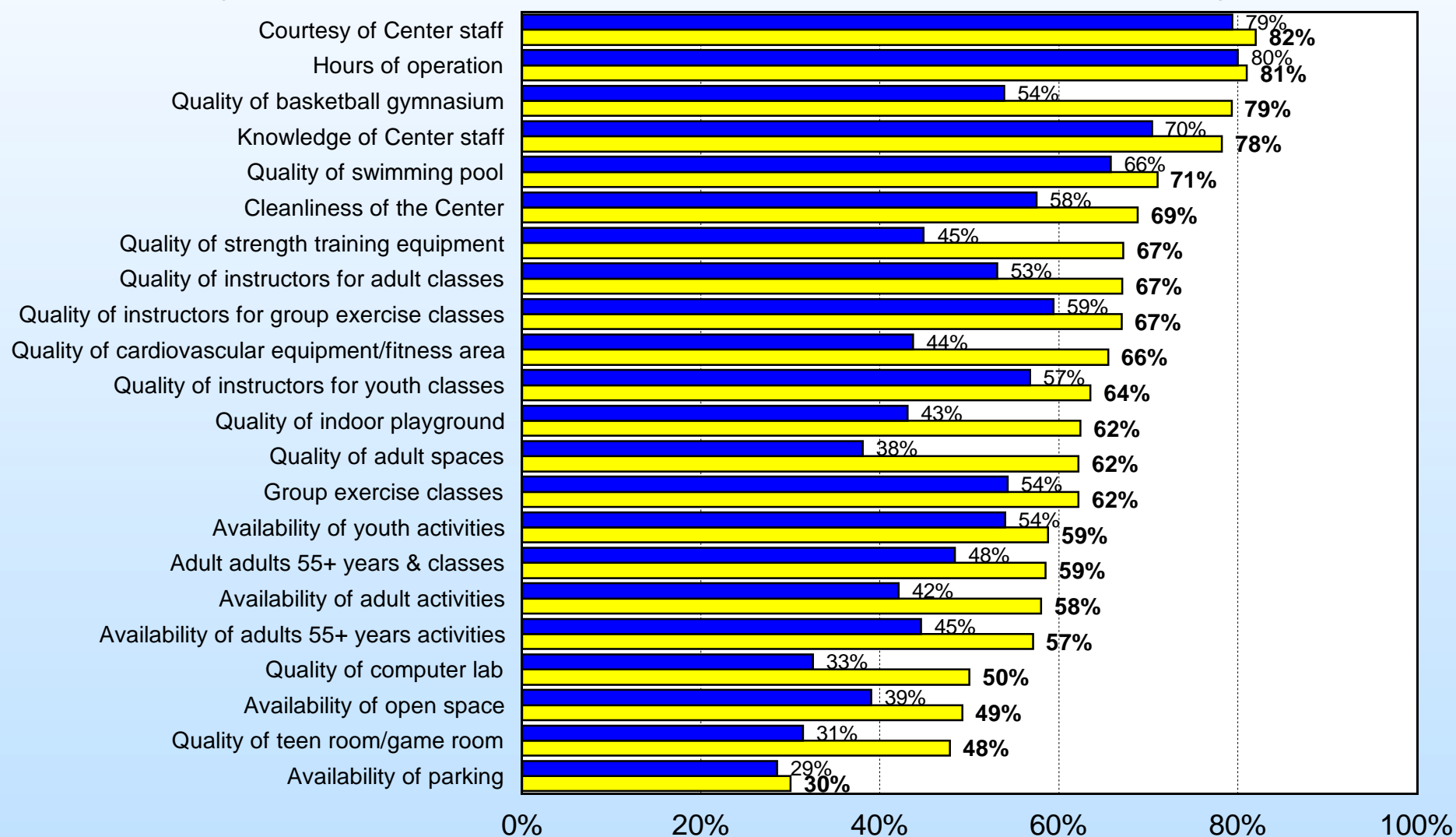


Source: ETC Institute (2018)

Q2. Overall Satisfaction with Programs, Facilities, and Services Provided by the Community Center

Trends - 2015 & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

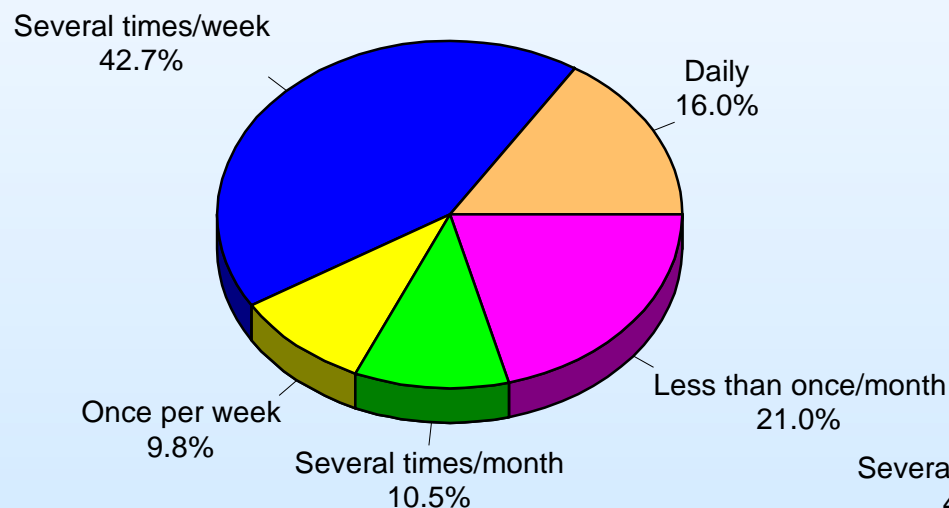


Source: ETC Institute (2018)

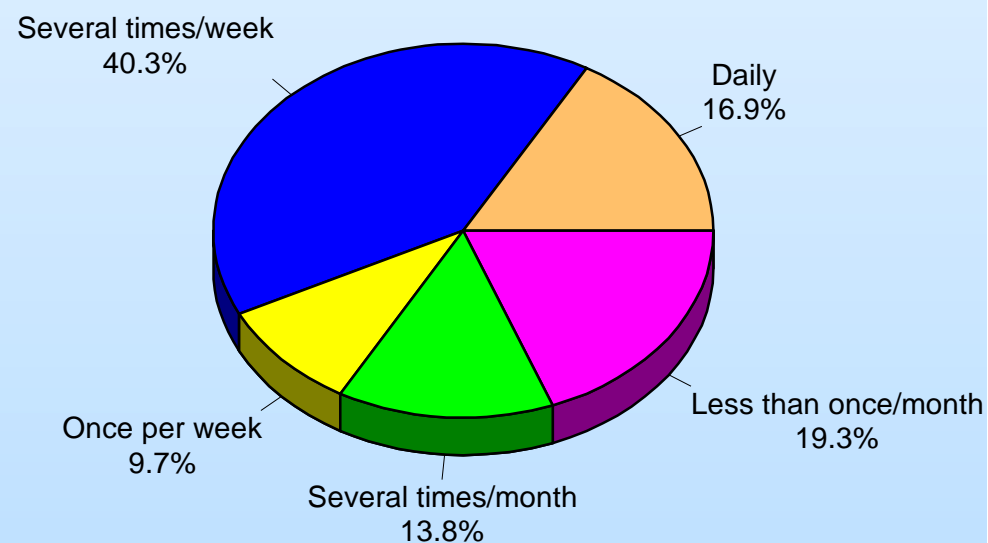
Q4. How Often Households Use the Community Center

Trends - 2015 & 2018

2015



2018

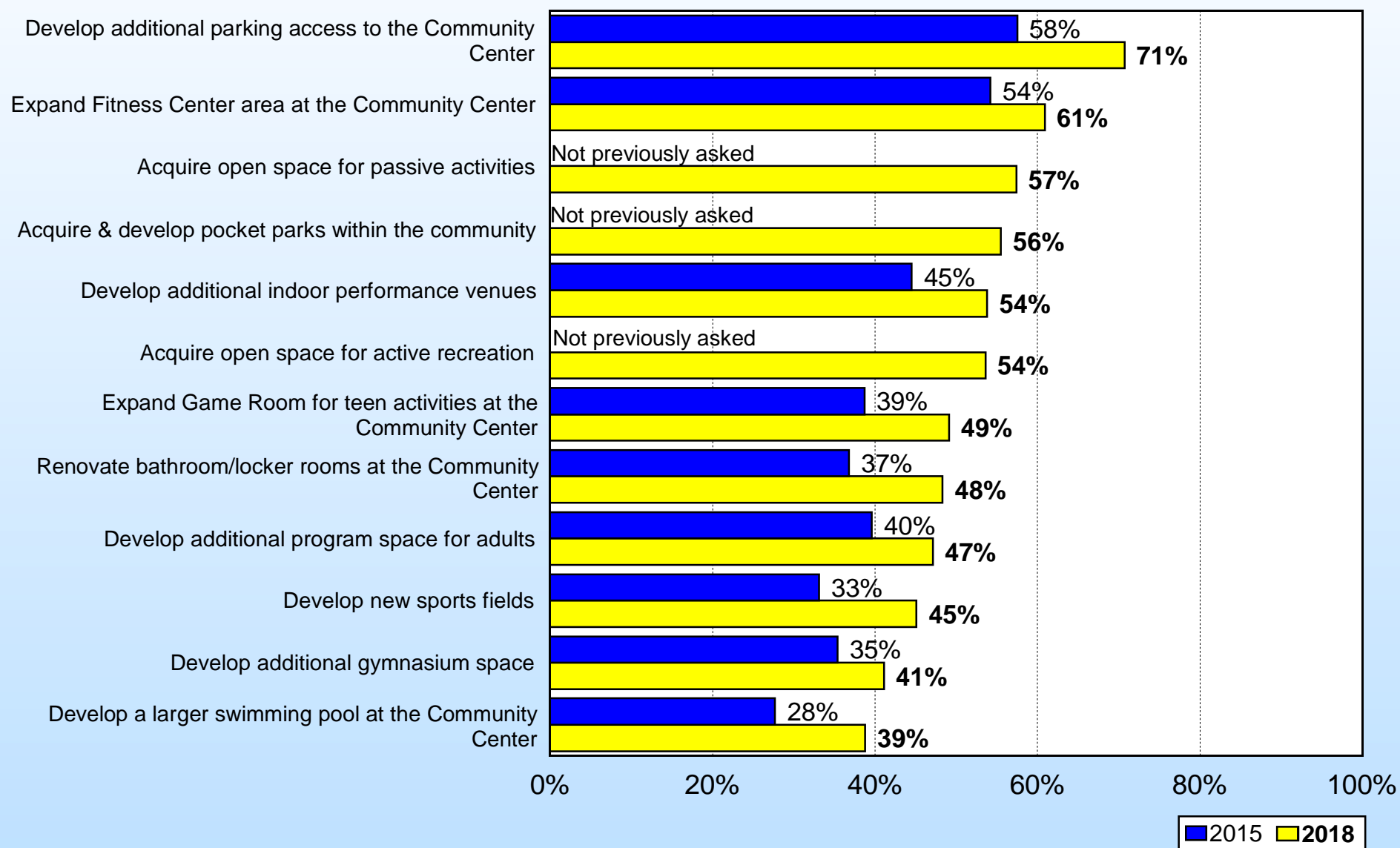


Source: ETC Institute (2018)

Q5. Level of Agreement with Major Village Improvements

Trends - 2015 & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

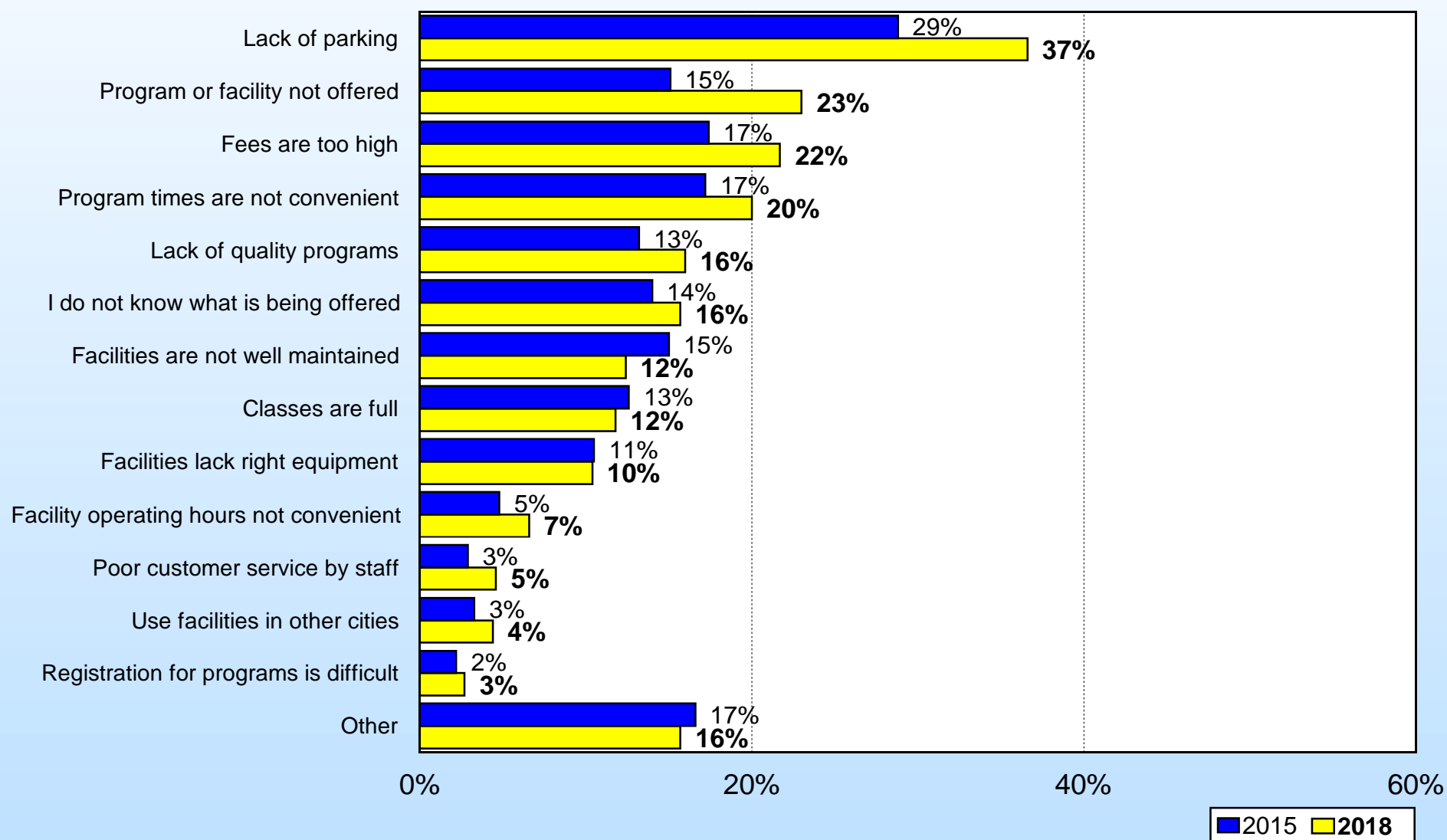


Source: ETC Institute (2018)

Q8. Reasons that Prevent Households from Using Parks, Recreation, and Sports Facilities/Programs

Trends - 2015 & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

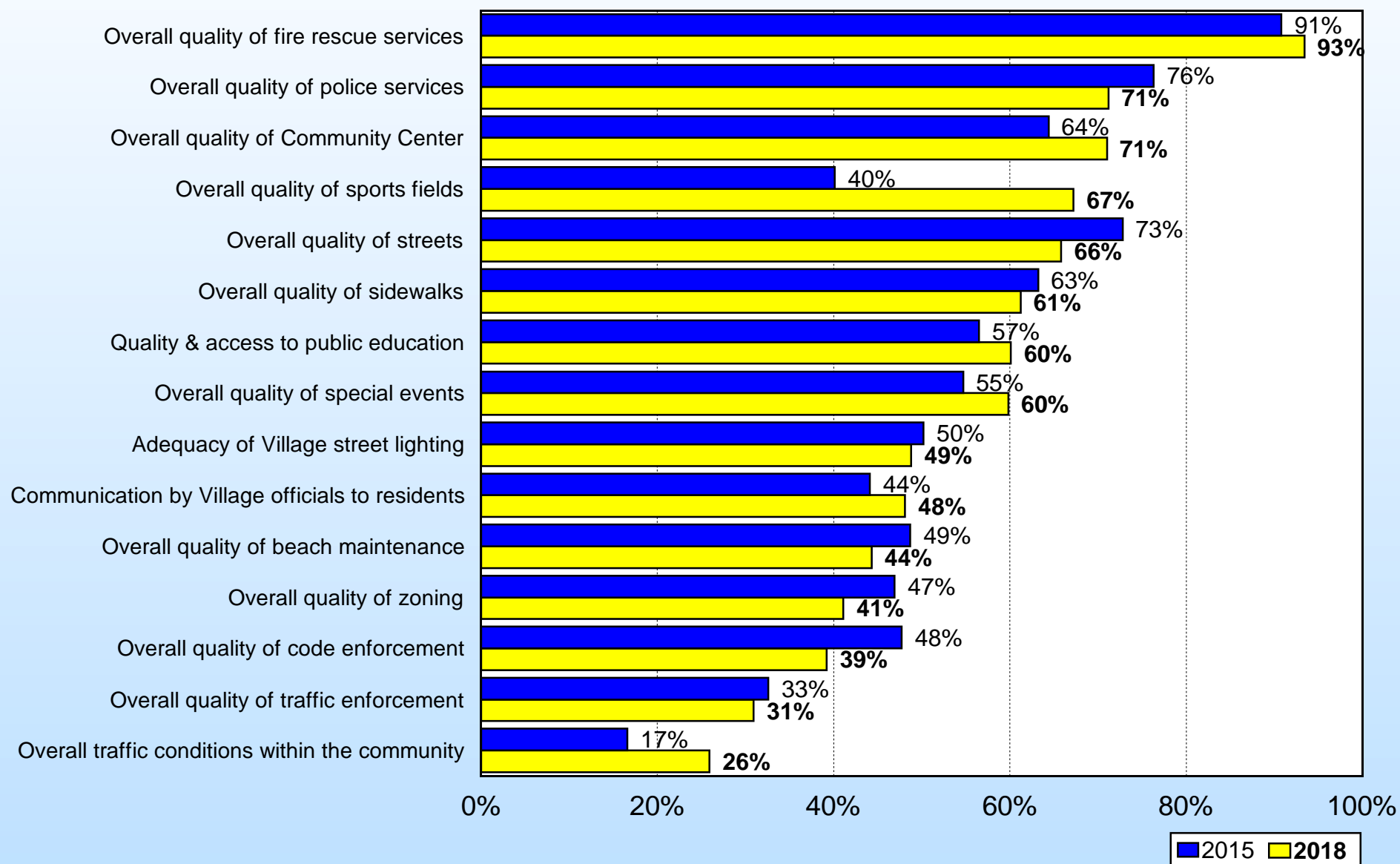


Source: ETC Institute (2018)

Q14. Overall Satisfaction with Major Village Services

Trends - 2015 & 2018

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Section 3

Benchmarking Analysis



Benchmarking Summary Report

Village of Key Biscayne, Florida

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2017 to a random sample of more than 4,000 residents across the United States and (2) a survey administered by ETC Institute in the fall of 2017 to over 350 residents living in Florida.

Interpreting the Charts

National Benchmarks. The charts on the following pages show how the overall ratings for Key Biscayne compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. The blue bar shows the ratings for Key Biscayne, the red bar for the United States, and the yellow bar for Florida.

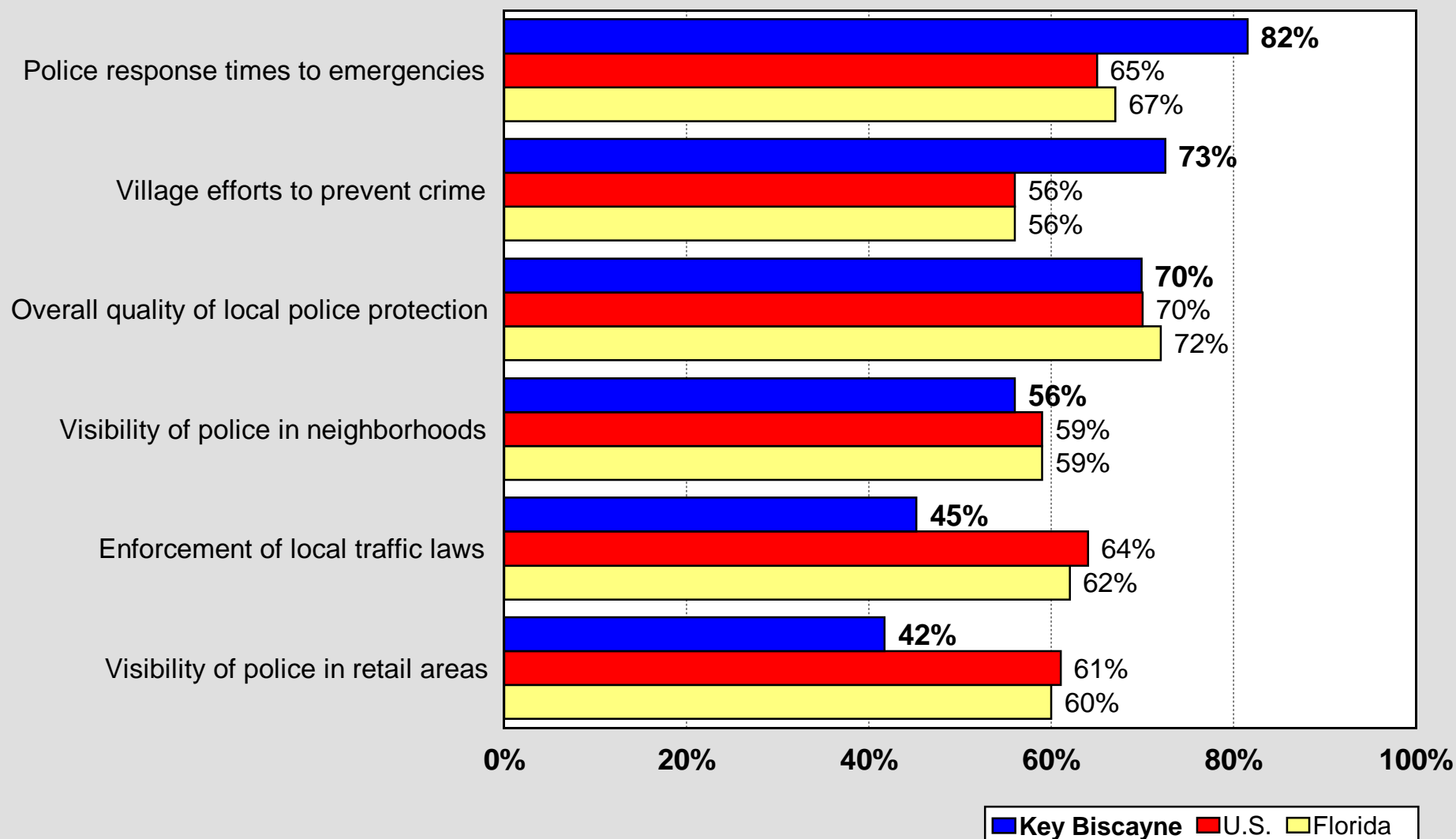
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Key Biscayne is not authorized without written consent from ETC Institute.

Overall Satisfaction with Police Services

Key Biscayne vs. the U.S. vs. Florida

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

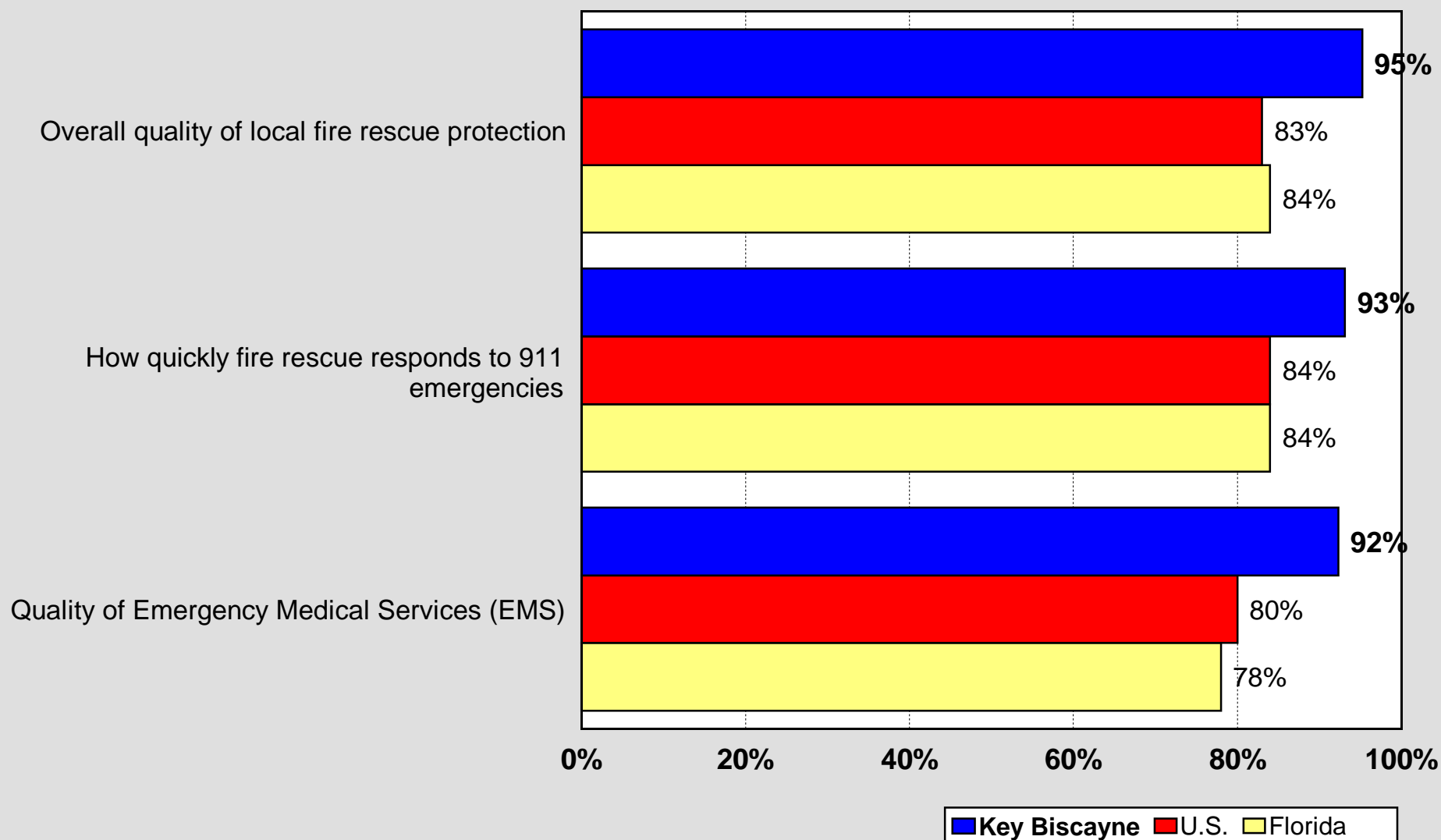


ETC Institute (2018)

Overall Satisfaction with Fire Services

Key Biscayne vs. the U.S. vs. Florida

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

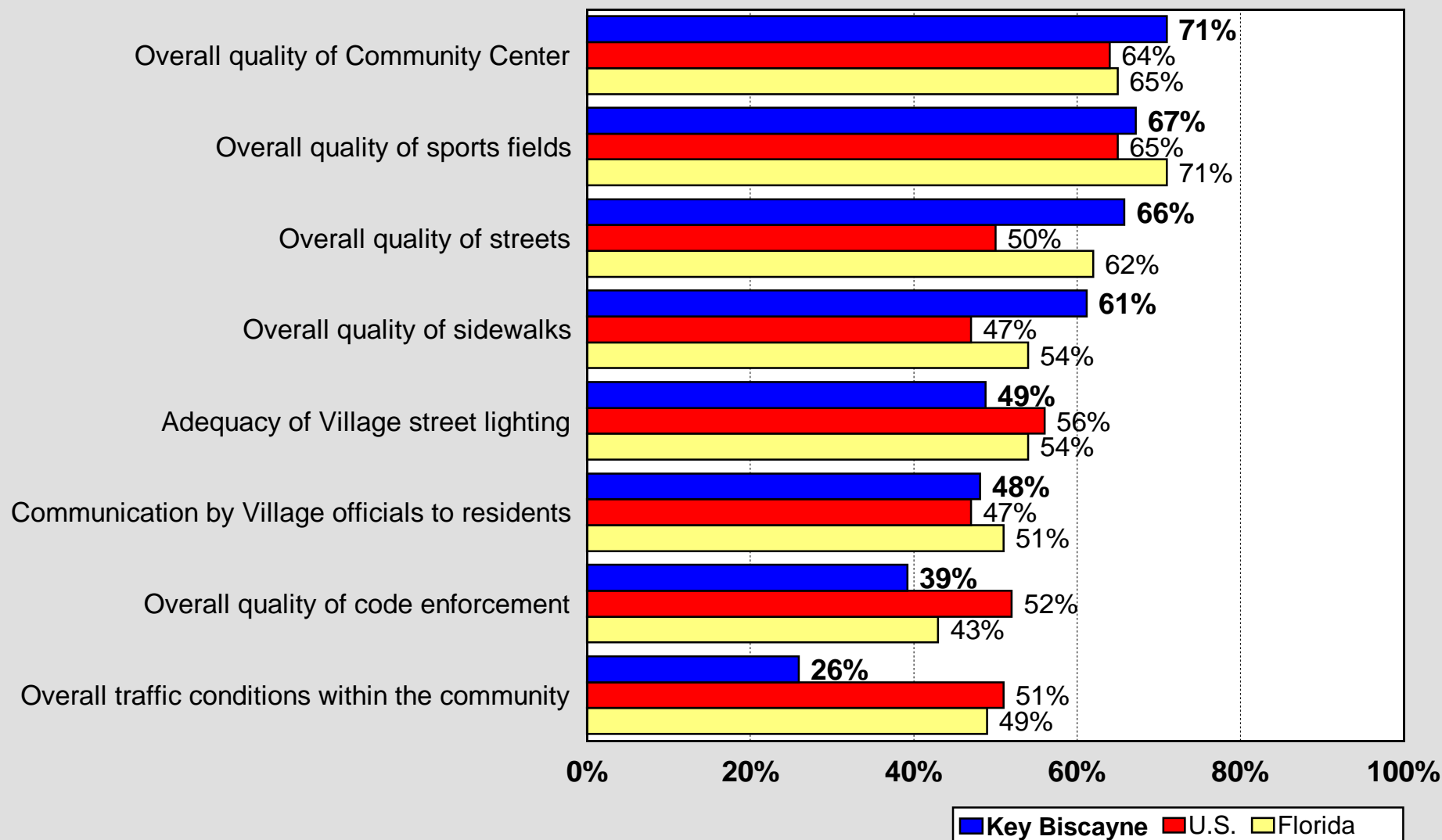


ETC Institute (2018)

Overall Satisfaction with Major Village Services

Key Biscayne vs. the U.S. vs. Florida

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

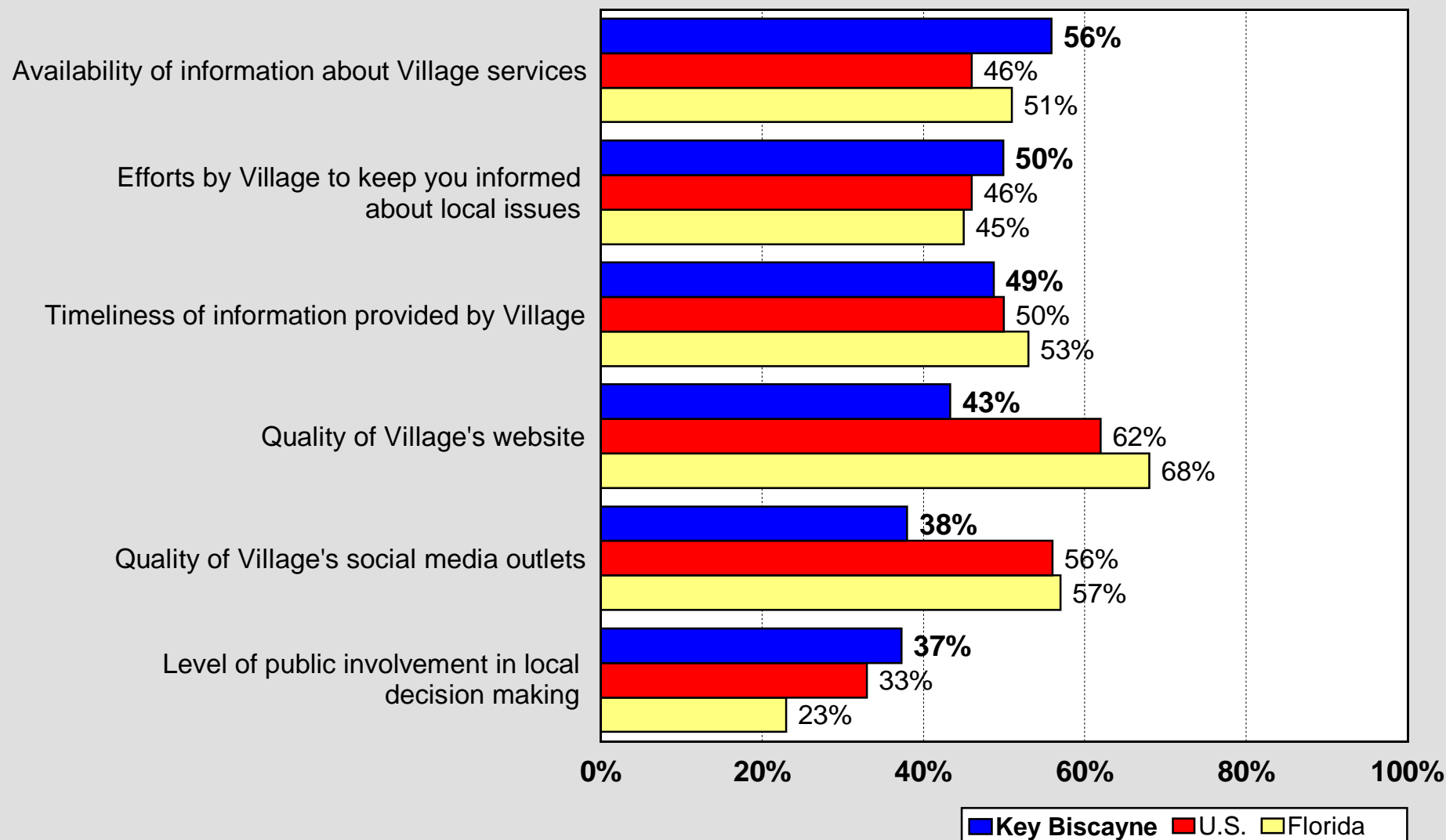


ETC Institute (2018)

Overall Satisfaction with Village Communication

Key Biscayne vs. the U.S. vs. Florida

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

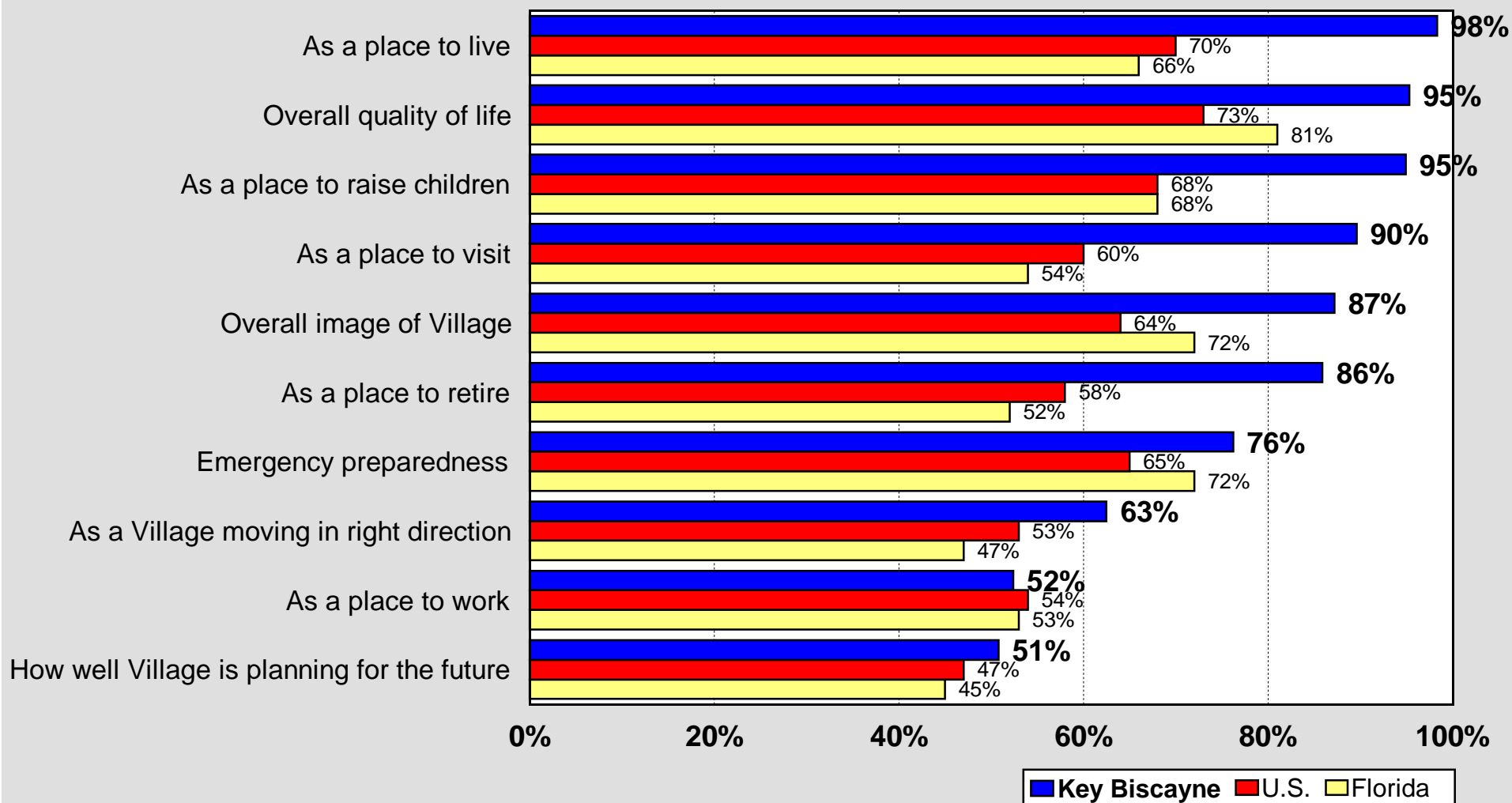


ETC Institute (2018)

Satisfaction With Items That Influence the Perception Residents Have of the Village

Key Biscayne vs. the U.S. vs. Florida

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



ETC Institute (2018)

Section 4

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

Village of Key Biscayne, Florida

Overview

Today, Village officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of village services they thought should receive the most emphasis over the next two years. Forty percent (40%) of respondents selected *overall traffic conditions within the community*, as one of the most important services for the Village to provide.

With regard to satisfaction, 26% of respondents surveyed rated the Village's overall performance in the *overall traffic conditions within the community*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *overall traffic conditions within the community*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 40% was multiplied by 74% (1-0.26). This calculation yielded an I-S rating of 0.2971 which ranked first out of 15 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:



- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the Village of Key Biscayne are provided on the following pages.

2018 Importance-Satisfaction Rating

Village of Key Biscayne

Major Village Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall traffic conditions within the community	40%	1	26%	15	0.2971	1
Overall quality of traffic enforcement	34%	2	31%	14	0.2363	2
High Priority (IS .10-.20)						
Overall quality of beach maintenance	32%	3	44%	11	0.1760	3
Medium Priority (IS <.10)						
Adequacy of Village street lighting	16%	5	49%	9	0.0804	4
Overall quality of police services	24%	4	71%	2	0.0683	5
Communication by Village officials to residents	12%	7	48%	10	0.0623	6
Overall quality of code enforcement	10%	8	39%	13	0.0614	7
Overall quality of zoning	10%	9	41%	12	0.0571	8
Quality & access to public education	14%	6	60%	7	0.0539	9
Overall quality of sidewalks	10%	10	61%	6	0.0369	10
Overall quality of streets	8%	13	66%	5	0.0274	11
Overall quality of Community Center	9%	11	71%	3	0.0267	12
Overall quality of sports fields	8%	14	67%	4	0.0246	13
Overall quality of special events	4%	15	60%	8	0.0145	14
Overall quality of fire rescue services	8%	12	93%	1	0.0053	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2018 DirectionFinder by ETC Institute

2018 Importance-Satisfaction Rating

Village of Key Biscayne

Programs, Facilities, and Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Availability of parking	25%	2	30%	22	0.1764	1
Medium Priority (IS <.10)						
Quality of cardiovascular equipment/fitness area	26%	1	66%	10	0.0897	2
Quality of strength training equipment	21%	3	67%	7	0.0679	3
Cleanliness of the Center	18%	4	69%	6	0.0562	4
Adult adults 55 years or older programs & classes (e.g. fitness)	13%	6	59%	16	0.0519	5
Quality of swimming pool	17%	5	71%	5	0.0502	6
Quality of teen room/game room	10%	11	48%	21	0.0496	7
Availability of youth activities	12%	7	59%	15	0.0486	8
Availability of open space	9%	13	49%	20	0.0447	9
Availability of adults 55 years or older activities	10%	10	57%	18	0.0438	10
Availability of adult activities	9%	14	58%	17	0.0357	11
Quality of indoor playground	9%	12	62%	12	0.0331	12
Quality of adult spaces	8%	15	62%	13	0.0295	13
Group exercise classes	7%	17	62%	14	0.0268	14
Quality of basketball gymnasium	11%	8	79%	3	0.0219	15
Quality of instructors for youth classes	6%	18	64%	11	0.0201	16
Hours of operation	10%	9	81%	2	0.0198	17
Quality of instructors for group exercise classes	5%	19	67%	9	0.0175	18
Courtesy of Center staff	8%	16	82%	1	0.0140	19
Quality of instructors for adult classes	4%	21	67%	8	0.0115	20
Knowledge of Center staff	4%	20	78%	4	0.0092	21
Quality of computer lab	1%	22	50%	19	0.0055	22

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2018 DirectionFinder by ETC Institute

2018 Importance-Satisfaction Rating

Village of Key Biscayne

Improvements

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Develop additional parking access to the Community Center	35%	1	71%	1	0.1026	1
Medium Priority (IS <.10)						
Expand Fitness Center area at the Community Center,	25%	2	61%	2	0.0989	2
Develop new sports fields (e.g. baseball, soccer)	17%	6	45%	10	0.0955	3
Acquire & develop pocket parks within the community	21%	4	56%	4	0.0939	4
Develop additional indoor performance venues	20%	5	54%	5	0.0910	5
Acquire open space for passive activities (e.g. trails, picnicking)	21%	3	57%	3	0.0899	6
Develop a larger swimming pool at the Community Center	14%	9	39%	12	0.0826	7
Acquire open space for active recreation (e.g. developing	17%	7	54%	6	0.0803	8
Develop additional program space for adults	15%	8	47%	9	0.0783	9
Develop additional gymnasium space for basketball/volleyball,	10%	12	41%	11	0.0613	10
Renovate bathroom/locker rooms at the Community Center	11%	11	48%	8	0.0553	11
Expand Game Room for teen activities at the Community	11%	10	49%	7	0.0550	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2018 DirectionFinder by ETC Institute

2018 Importance-Satisfaction Rating

Village of Key Biscayne

Village Priorities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Parking in Village	27%	6	57%	6	0.1154	1
Sea level rise mitigation	50%	2	78%	4	0.1078	2
Installation of smart traffic signalization to improve traffic flow	46%	3	78%	5	0.1000	3
Medium Priority (IS <.10)						
Burying of power lines	46%	4	79%	2	0.0982	4
Beach re-nourishment	40%	5	78%	3	0.0868	5
Stormwater improvements	53%	1	88%	1	0.0621	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-"Satisfaction" %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2018 DirectionFinder by ETC Institute



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the Village is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Village should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the Village is performing significantly better than customers expect the Village to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with Village services. The Village should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Village is not performing as well as residents expect the Village to perform. This area has a significant impact on customer satisfaction, and the Village should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the Village is not performing well relative to the Village's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with Village services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Key Biscayne are provided on the following pages.

Village of Key Biscayne 2018 Community Survey

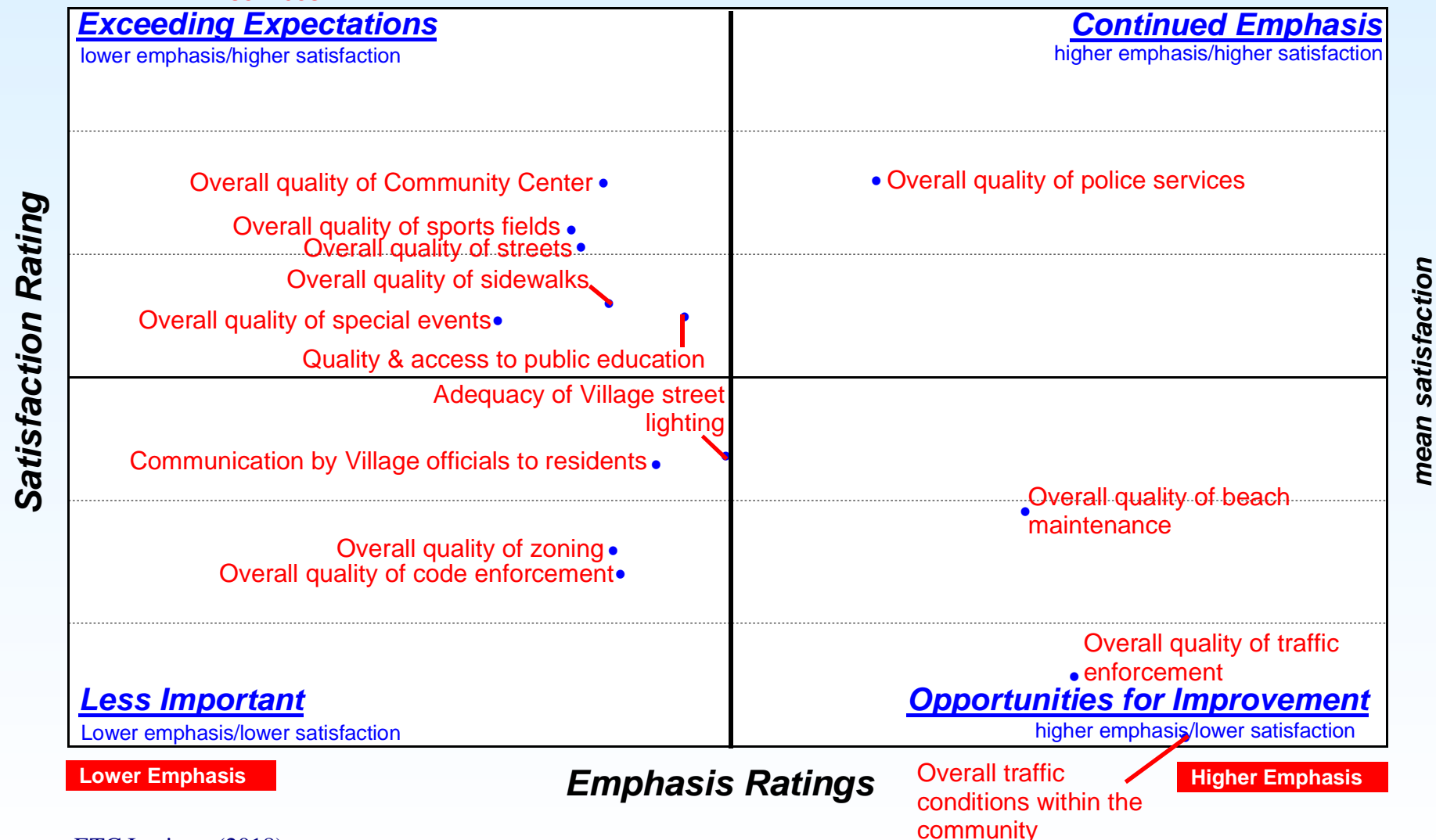
Importance-Satisfaction Assessment Matrix

-Major Village Services-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)

Overall quality of fire rescue services

mean importance



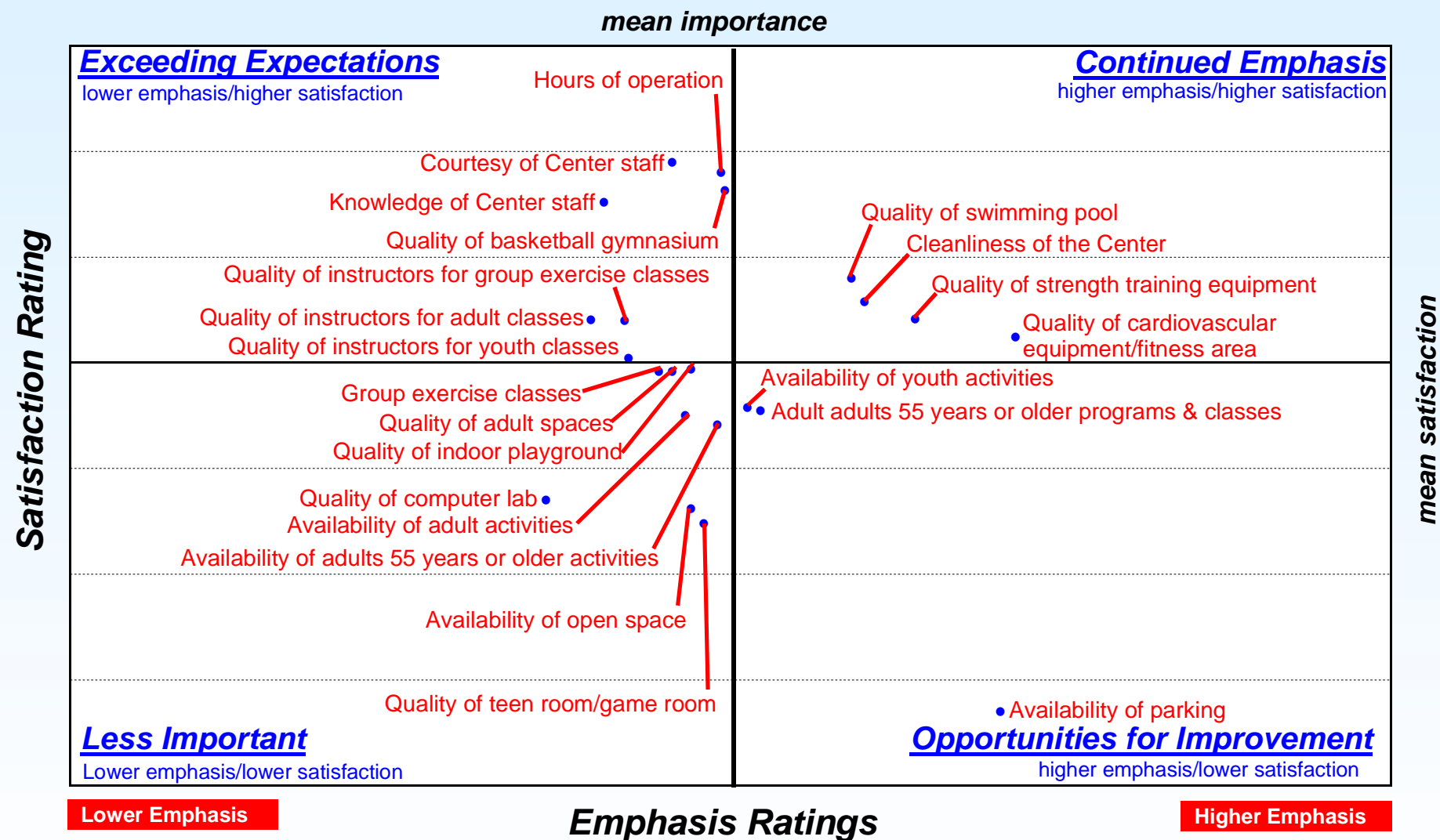
Source: ETC Institute (2018)

Village of Key Biscayne 2018 Community Survey

Importance-Satisfaction Assessment Matrix

-Programs, Facilities, and Services-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



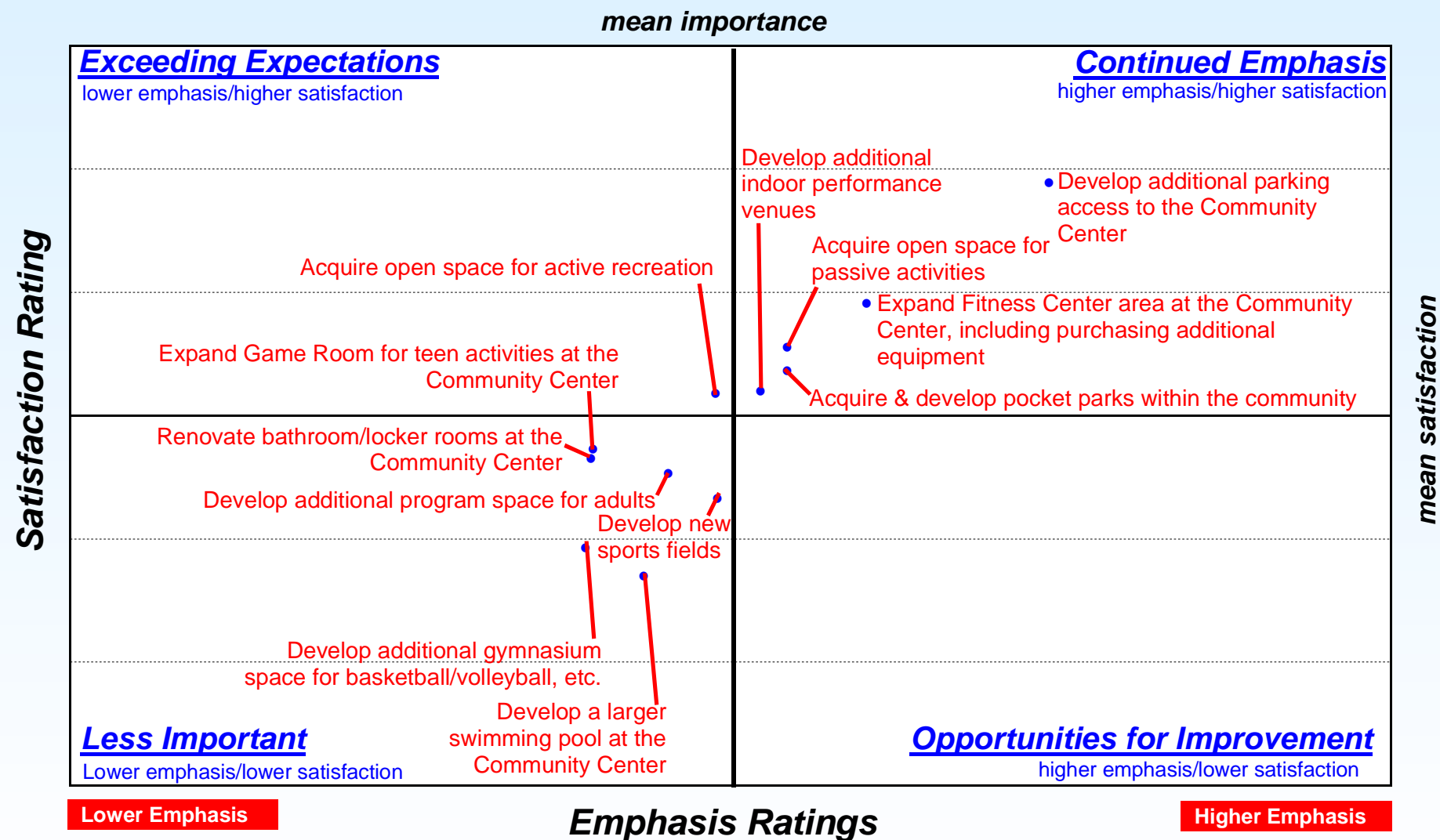
Source: ETC Institute (2018)

Village of Key Biscayne 2018 Community Survey

Importance-Satisfaction Assessment Matrix

-Improvements-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



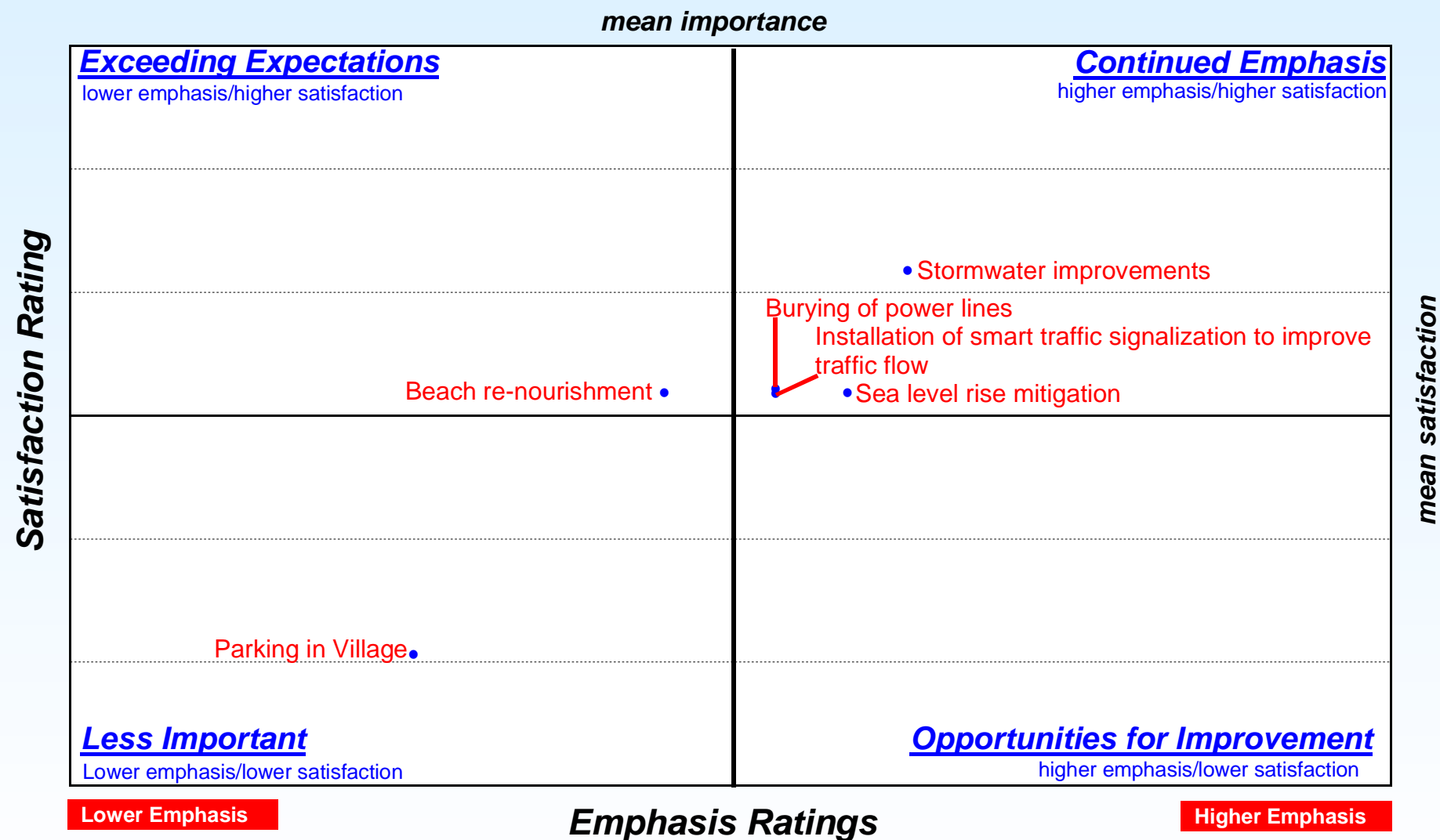
Source: ETC Institute (2018)

Village of Key Biscayne 2018 Community Survey

Importance-Satisfaction Assessment Matrix

-Village Priorities-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (2018)

Section 5

Question 32 Comments

Overview

Respondents were given the opportunity to provide written comments to survey Question 32. While the results in this section are not statistically valid, they provide useful insights for interpreting the reasons behind citizens' survey responses. The results were recorded verbatim, so spelling and grammatical errors have not been corrected.

Q32. What changes would you like to see in Key Biscayne that would make the Village a better place for you and your family to live, work, play, or visit?

- What changes would you like to see in key biscayne that would make the village a better place for you and your family to live, work, play, or visit?
- (1) beach clean up improvement. (2) traffic control. (3) better communication of services, issues, planning.
- Sea level: i am seriously concerned about the sea level rise. We own one apartment, rent another. We are considering buying a house here on the key but the thing that is holding me back is the unknown about what happens with rising sea levels. I feel like nothing will be done until it is too late. Codes: the lack of approval for new business or any changes is egregious. It makes the key a place that no business will want to come, and diminishes the quality of life for everyone who lives here. I know that costa med almost went out of business and i've seen the new gourmet where archie's was that has been trying to open for almost a year. This is incredibly short sighted on the part of the key leadership, and a move that will not be good for anyone in the long run. Beach trash: as with everywhere, i see an enormous amount of trash on the beach. I am not the type of person who is out picking up trash, but i have started every time i am out there at least trying to pick up a few things. Especially on the public beach where i understand the village has less influence, but it is becoming disgusting. Something needs to be done to create fines on individuals (& parents) of those who are leaving trash on our beach - this is the attraction of our community and we must maintain it.
- 1. Handle the traffic congestion. 2. Maintain the beach. 3. Improve public info.
- 1. Must make our community safer from guns. Sue florida for right to regulate our village to protect us from automatic weapons, lack of complete background checks, etc. We must require kb schools to better protect students from armed intruders with better walls, gates, barriers to entry. 2. Ban plastic bags, plastic cutlery and packaging at kb winn dixie, businesses, restaurants.
- 1. An after school program at the kbcc that picks up the children from the kb k-8 school. My son is starting kindergarten and knows no one and i do not feel comfortable with him walking to the kbcc by himself. The program would also include taking care of the kids when they do not have scheduled activities. I would love to enroll him in a ton of programs at the community center (art, sports, etc.). But he cannot be roaming around by himself when he does not have activities, he is too young and needs supervision and i cannot be there with him b/c both my husband and i need to work. We really want to use the facilities more but this is a barrier to us. Please consider adding a program that picks up kids from the school and is with them after school

when they do not have programs. I would love to work out in the kbcc but there are no enough work out classes tailored to individuals who work and need early work out classes (i.e. 6 am / 6:30 am / 7 am) outside of perhaps spinning. Would be great if you could add some classes early in the morning tailored for ppl who work and need an early class to then get dressed and go to work at a decent time. Thank you!

- 1. Streets lights-on many streets there are no lights at all and in the kids park, there is not even a sad streetlight, while the dogs park is excellently illuminated. Therefore, in the winter months our children cannot use the park after 6:30 pm. When is kb going to develop and implement a plan to bury all the electricity cables? We desperately need a plan.
- 1. There was no mention of flooding, that is our real problem. 2. We lost the miami open.
- A carefully thought out comprehensive plan to reduce overall motor vehicle usage, and encourage other alternative forms of transportation within the village, i.e. More bikes, golf carts, public transportation and limiting automobiles and encourage general public participation in this effort.
- A decent grocery store, better restaurants, movie theater, other activities other than strip malls
- A fun space for teenagers (1-16) to improve services and facilities beach club public transportation for senior people and teenagers withing key biscayne
- A good quality supermarket and an entertaining sports bar.
- A great village manager like the one in miami beach.
- A lot less people
- A mini gulf for seniors at the plaza across civic center
- A more sophisticated outdoor fitness area with a variety of pull-up bars and other equipment for body weight training. As a free alternative to a gym.
- A network of surveillance cameras could help police work
- A place where teens could spend time and be safe; improve enforcement of traffic laws to ensure safety for pedestrians & children; bicycle pathways.
- A public place to store and use unmotorized vessels, such as kayaks, paddle boards, etc.
- A senior park with indoor passive sports near restroom facilities for use of women and men.
- Adding more traffic circles--not speed bumps
- Additional nonpaying option for elementary/middle school. Stricter rules for whom should benefit from a public education. Proof that taxes are paid/filed in the us for certain types of visas could be considered as an additional documentation required to register a child in the public system for non us citizens.
- Address the frequent power outages, add jacuzzi to community center pool, offer additional art classes
- Adopt an architectural code for construction along crandon blvd reflective of a beach resort like seaside, more aesthetic seating in parks and bus benches, move current benches back and conceal trash bins, plant more large trees providing significant shade on the village green
- Affordability. We use to have a sonesta, which was a great place to get together at the beach. We used to have the silver sands for a nice breakfast by the beach or a drink at night. Now we have a very expensive condo and hotel not accessible for key residents.

- Afterschool programs that target kindergartners and up with transportation and supervision to the community center or at school. Address the mast academy lottery system that excludes kb residences that have no other means of education other than coral gables high. Group exercise programs offerings for those who work off the key. They are targeted to those who do not work or work on key.
- All cars should park at key biscayne entrance and all movement in the village should be electricity based vehicles or golf cart, bicycle, etc. This would make the village the first in the u.s. Of this kind and alleviate congestion/pollution.
- Allow dogs in the parks and on the beach.
- Allow the homes to enclose their carports. I am not a home owner, but the carports are unsightly
- Amphitheater / open air theater / concert hall
- Another hotel
- Another supermarket (publix, whole foods);sidewalks throughout the island (every street); another convenience store (walgreens); radio station to enhance community activities, important news, interviews with residents, music
- App for reporting issues that need repaired (potholes, power lines, safety), ability to see live list being addressed. Use pinecrest as a reference.
- Areas without dogs. Fine cyclists that don't follow the rules.
- As a family we are extremely disappointed in the frequency with which we encounter people who blatantly disobey laws including running red lights in very dangerous ways that have nearly maimed or killed us and others. For example, at least three times at the galen/crandon intersection we have been crossing the street or about to turn on a left turn (after being granted the green light) and cars have blatantly run the red lights and nearly hit us, going 30-40mph. We have reported one such incident to the chief of police, who stated that there was nothing he could do. There appear to be cameras at this intersection, yet apparently they are not used for enforcement. This is bizarre and inappropriate. Please install proper cameras and/or video cameras and begin enforcing the laws or else you will soon have terrible traffic incidents on your hands that could have been easily prevented with the same measures that you have taken, for example, outside of the key colony intersection. Furthermore, police need to be present and enforce traffic laws, such as people running red lights, people blatantly turning left or right and not yielding to pedestrians, people speeding, minors driving golf carts, and so on. It is very disappointing to feel that one must be on edge every time one crosses the street, even when one waits diligently for the walk signal. And now we feel the same way when we are driving because of how many times we have seen cars run red lights when we were about to turn and nearly got hit. This makes us feel less safe, and less likely to venture outside.
- As a mother, i would like the village to offer more options/activities for teens. I see lots of them are hanging around in the streets with nothing to do.
- As my children grow i have to take them out of the key to participate in more competitive sports, like the volleyball program is just for fun, and beginners and it is not a competitive team. Same as basketball.

- As there are in many nearby communities, an outdoor gym that people could use year round would be a great opportunity and used by many adolescents and adults.
- Assist key biscayne elementary to stabilize any improve its programs and outcomes
- At the corner of west mcintyre and hampton lane, there is constant flooding. we have notified the village about this and have asked several months for this to be resolved. We asked jose lopez, storm water, utility and sewer, representative to solve this. Nothing has been done. Please call me on 305-323-3225 to discuss a solution.
- Avoiding additional population growth and improving traffic signals to enhance traffic flow in crandon blvd..
- Battle drugs availability and access in key biscayne. Expand the community ctr.
- Beach maintenance needs to improve; information on whats going on in the community; better communication fast out to the residents on events and emergencies.
- Beach renourishment and maintenance; smart traffic lights
- Beautifying the landscape. More green spaces. Lower rent prices to bring in options for restaurants, health foods (high quality fresh foods). Beach maintenance (lots of garbage & broken glass. Reduce traffic congestion by timing the lights better especially
- Best beach maintenances and beach services; best lights on streets; internal streets have no sidewalks, best car speed control on crandon blvd; build indoor tennis courts-may be in crandon tennis park on calva
- Better building codes, parking facilities. Storm sewers so streets won't flood. Better control of golf cart drivers and cyclists
- Better cleaning of streets and sidewalks. Enforce cleaning each condo on their side of the sidewalks. Better cleaning of the beach.
- Better control of traffic of teenagers by police; plan for sea level rise; more sports fields; stronger law enforcement
- Better entrance, more cafes and outdoor community gatherings.
- Better grocery shopping options (like a fresh market).
- Better parking and traffic flow, especially at school dismissal time. Better street lighting on the residential side of the island. Number one priority should be burying the power lines. Thank you to everyone at the village office and to the police and fire services. We are so grateful for everything you do!
- Better parking at square and community center
- Better parking, less traffic congestion, more adult-type entertainment options (movie theater, bars, etc)
- Better parking, traffic, beaches
- Better parking, zoning changes making parking part of house building. Too many cars block the streets.
- Better pedestrian safety, especially in front of the park and schools. Speed bumps in front of the park are extremely needed to avoid accidents.
- Better planning in public places, more assistance for local business.
- Better police enforcement and better schools

- Better public transportation. Less traffic congestion. Make police more visible. Enforcing speed limits, and stop teens driving golf carts recklessly.
- Better retail grocery store, renovate and open retail space. The strip malls are so ugly and outdated.
- Better school class sites; better facilities; more access to nast for kids of the key; power lines & rising sea levels preparedness.
- Better shower system at public beach (end st) hate the "new one"; hoses at public beach to clean paddle boards; at least one hose at the dog park.
- Better super market
- Better super market, more traffic enforcement, less new multi family development, more code enforcement, oasis original building.
- Better supermarket.
- Better traffic control. I have seen people over take me on single lanes.
- Better traffic coordination and parking
- Better traffic flow especially th light in front of key colony and during special events.
- Better traffic laws enforcement. Stricter zoning code enforcement. Better trash removal and street trash cans.
- Better traffic on sundays, when people go to bill boggs; a fund for hurricanes
- Better traffic/restricting golf carts
- Better use of smart traffic lights, expansion of community center, better educational centers.
- Better village phone system, calls are not returned. Lime bike program: better control of bikes left in the street. Better policing of bikers who ignore traffic laws.
- Better, bigger gym; add power plate machine
- Bicycle safety measures; traffic education; police politeness; walk-friendly measures
- Bicyclists to obey traffic lights
- Bigger gym, more parking. Less traffic. Better parking enforcement. More green spaces, better use of lighting at night
- Bigger pool, better beaches, park by the waterfront. Village purchase and mgmt. Of the beach club.
- Bury electrical lines to avoid outages. Improve drainage for water flooding.
- Bury power lines. Additional pool for adults who want to swim laps. More police surveillance. Build a publix or trader joe's, get rid of winn-dixie. Build a movie theater.
- Bury power lines. Improve traffic flow. Sea level rise.
- Bury the power lines. This was promised more than 20 years ago. Do not allow any further development of new units. The island has become too crowded already. Put a time limit on home builder's permits. Too many of the rebuilding projects languish for years, which is a problem for all the neighboring homes, i.e. Once ground is broken to start building, must finish within one year. Enforce the traffic laws we already have. Don't need more speed bumps-start ticketing.
- Burying power lines. Safety cameras in all the main streets. More police. Better sidewalks.
- Cable lines should be underground

- Clean up the algae on the beach, as it becomes very smelly at times
- Clean up the dog poop
- Cleaner beaches, sand and ocean clean up, traffic control, no cell phones while driving cars and golf carts, clean up parks
- Cleaner beaches. Control of speeding cars early in the morning leaving the island.
- Cleanliness (as I am always picking up trash everywhere)
- Close roads to residents only
- Code enforcement or condo law enforcement of not having more than two people per bedroom. The island has become overpopulated.
- Community pool at beach park and soccer field dedication and addition fields.
- Community that is pedestrian friendly; community that is safe; community that is environmentally friendly; community that supports local business development and places for community engagement.
- Connection with other English speaking residents. Better drivers and safe biking options. More art opportunities. Vegetarian restaurants.
- Continuous improvement in traffic management, speeding enforcement (especially in the mornings with teens), continued golf cart/bike safety focus and more space at the community center and access to more playing fields for sports.
- Control drug usage strongly by young people, traffic control
- Control of iguanas (too many); stricter rules for bicyclists (they should have to follow the law); opening time of community center (gym)-5am; Spanish classes for adults; more blinking lights (Grand Bay/Crandon); cleaner bathrooms by playground; instructors of classes at gym-English speaking; police officer by playground/park; best fire department--please treat them with highest importance.
- Control speeding & traffic violations; more vigilant patrolling of Crandon Blvd & Rick Cssey; more green space and sports fields
- Control teen drug usage and abuse, and alcohol use as well. Secure the beach at night.
- Control weekend traffic
- Coordinate all Crandon Blvd. Traffic lights either inbound or outbound
- Correct traffic problems on Crandon from Key Colony to Miami
- Cost of living come down so I don't have to leave
- Crandon Blvd one line of traffic for residents and the other for visitors both ways.
- Creating more "neighborhood" (pocket) parks so we will have a "necklace" of pedestrian friendly gathering places, which (hopefully) will enhance our sense of community. The "crown jewel" would be a "community" park on the bay.
- Crosswalk enforcement, visible police presence, more welcoming city council meetings, chummy with some people, stand offish with others who haven't been long time residents.
- Delighted to live here, moved from Kendall
- Develop a recycling center
- Don't have teenagers any longer but I think that a teen center supervised is a must. Parking is a problem but I realize there are only so many parking places, keeping cars out of the streets is a

solution but and an easy one maybe a permanent trolley lane would help, arts on public spaces is a great initiative. Should have a small sculpture garden

- Driver education; driving enforcement
- Due to the number of accidents involving cyclists and cars it is a priority to generate educational policies aimed at the cyclists respect the laws traffics, use the protected lanes built for that purpose on the bridges, respect the traffic lights and do not do cycling in the streets neither fast routes such as crandon blvd and rickenbaker bridge nor avenues of access to key biscayne. Also activate fines and/or fees to the cyclists that put the drivers of vehicles at risk. The problem of the large number of cyclists in key biscayne is very serious and creates risk for drivers of vehicles because they are fast routes not minutes for cycling and even worse because cyclists do not respect the use of their roads and do not meet traffic regulations , the traffic lights are skipped and invade the lane of the vehicles.
- Eliminate underage driving of golf carts. Enforce speed limits on crandon blvd and causeway.
- Enforce all traffic laws
- Enforce beach code, no pets
- Enforce rules at park and beach.
- Enforce the no dogs on beach law; lower the temp in the gym & the music
- Enforce the noise around to the lowest; more control over the people entering to kb city; avoid any event that brings more people to this city.
- Enforce traffic laws . Reduce street flooding
- Enforce traffic laws and rules. Stop cyclists from running red lights and shopping cart removal from stores. Enforce the curfew for minors.
- Enforce traffic laws for bicyclist they run red lights, ride k3-4 across blocking cars lanes, run stop signs and nothing, nothing is done
- Enforce traffic laws for cyclists. Address distracted driving and cycling. Speeding on crandon blvd is a huge problem between 7 and 9 am and 4-7 pm.
- Enforce traffic laws: speed, stops, and wrong turns. Fine and punish for kids/teenagers and their parents when they destroy/steal property, consume drugs and speed.
- Enforce traffic rules for bikes, have bikes pay tolls, license golf carts and enforce licenses and require seat belt use
- Enforcement of driving rules as florida statutes mandate. Police enforcing the rules of the road for vehicles, bicycles and golf carts. Police presence on our roads and sidewalks! See golf carts on sidewalks on crandon, left turns on red lights at crandon blvd. And harbor dr. Police enforcement to bikers that most of the time do not obey the law. Police presence on our streets are lacking.
- Enforcement of existing traffic laws, especially around pedestrian crosswalks
- Enforcement of laws; parking, driving, zoning.
- Enforcement of traffic rules by the police and all neighbors. Traffic is a mess--people don't follow rules--there is no accountability. If crime is low in kb, what are the police doing?
- Enforcement of traffic violations, people drive to fast in kb streets, more code enforcement, security cameras operated by the police

- Enforcing neighbors to be respectful in many aspects but especially with traffic rules.
- Entrance park-less traffic
- Everything is perfect!
- Extremely upset about converting village green and dog park to artificial turf. This seems contradicting to the use, and is now a sports green. Convert back to real green. No more flat public art, no one sees it. Enforce traffic laws, many of the nannies on the island have no license.
- Fewer egos in the council
- Fight against drugs, police is too passive. Key Biscayne is too small it has to be free of drugs.
- Freebee service its good but it does not work. Often calls are not answered or cancelled once accepted. Need to fix that. The iguana overpopulation is out of control! Village has to implement long term plans to control it. The storm drainage is not maintained properly. Must keep on top of that in addition to all other measures being looked at from the flooding propensity and sea level rise perspective.
- Get rid of the weekend bicycle riders.
- Go after bad and dangerous drivers in the village--speeders!
- Golf cart and bike paths off Crandon Rd on Key Biscayne and Virginia Key. Reopen compost facility on Virginia Key.
- Golf carts should be limited. Children 13-16 should not be driving golf carts.
- Government cooperating with residents, not imposing rules and regulations--more time available at zoning dept
- Green spaces and parks
- Gym should open at 5:30am
- Have someone answer the phone at the village's offices. Seldom, except for the police, can you contact someone at the village.
- Have the police let parents parent. Not everyone is a bicycle helmet nervous nelly
- Having several fixed rides like the free kb loop. That way we don't depend on the drivers who decide who to pick up or not, depending on tips and friendship to customers. Very frustrating and unfair!
- Heavy traffic enforcement to protect pedestrians
- Higher respect level for our police department, who serve this community every day for our safety. Enforce and ticket drivers for speeding, illegal turns, speeding in plazas and minors driving golf carts. Have police on foot in shopping plazas to ticket vehicles for using wrong in/out direction. Ban babies and baby seats from golf carts. Educate the multi cultural residents on the true meaning of safety as it relates to Key Biscayne and that our police force tries to ensure safety for us all. I see traffic accidents or accidents about to occur as the biggest and increasing safety issue in kb. Your child may not get "kidnapped" here but he or she can easily be hit by a car while skateboarding.
- Homes are too large for the size of the lot. Therefore, building code restrictions should be reviewed. The water has no place to go, affecting our environment. The village should have a passive park. Improve the entrance to the village. A park would be nice.

- I am concerned with raising traffic and safety for pedestrians. I'm reluctant to let my children walk or bike alone because i find that drivers are not being regulated (for example, speeding or stopping at stop signs) especially at peak traffic hours. I am also very under-impressed with the library. I think there is so much potential for it to be a wonderful resource for the community but there is a lack of book selection, programs, friendly staff, and overall welcoming feel in the space's design.
- I am happy as it is.
- I and the others who line up at the community center entrance at 5:55 a.m. Would greatly appreciate slightly expanded hours of operation; if the facility opened at 5:30 a.m. Or earlier, it would help immeasurably to those of us who have to race off to work in the a.m. We would all be so grateful!!!
- I enjoy living in key biscayne a lot; i do think you need to improve in the building and having the shopping centers more up to date--very old looking and doesn't attract your community.
- I live in north mahsta dr and we don't have any light in the streets we need at least a light in the roundabout, thank you
- I love key biscayne
- I think the village does a great job at pretty much everything. There are a couple of points i'd like to make:
 - With everyone int he village being so community-minded and friendly, i find the police in general (but there are exceptions) is rougher than necessary. It's obvious there cannot be leniency with crime but there's also no need to be so stern, stringent, almost scary in such a tight-knit environment. They tend to treat everything as if it were a crime when they'd probably get much better results being more positive and friendly.
 - I think there's a lot of room for improvement with the police.
 - Even though there's a surplus, i would like to see the village use funds a little more wisely - at least on some things. An example would be the "pergola" at the pocket park on hampton. I think the village went a little overboard with the level of luxury (and probably the cost)! Then there were the new road signs a couple of years ago... Lots of the signs have lost letters and it looks bad. The old ones were fine and seemed to be more resistant to the weather.
 - Zoning or its enforcement is an issue: the new houses seem to be bigger than ever!
- I will not let my kids to cross crandon without an adult. It is very dangerous. Please lower the speed limit on crandon 25 mph.
- I would like a swimming pool for adults, so i can use after work. Day care for impaired adults. Additional funding for ask to have more activities for older adults. We appreciate the work of our elected officials as well as our police, fire and village staff. You all do an amazing job.
- I would like that the streets have more light, sidewalks, and the people be more respectful with children. The school is overcrowded, so i would like to have more space for children. Also, more parking spaces at the beach, at restaurants and at the beach park.
- I would like to see more lights on the streets and all the electric ones buried.

- I would like to see pedestrians prioritized over vehicles. I would also like to see more diverse uses of retail and commercial spaces.
- I would like to see the village make more accommodations for education, older children, teens and adults middle aged, not seniors only)
- I'd like the village to offer more adult cultural programs. I'd like the village to look more like a village (i.e. Coconut grove) as opposed to a series of strip malls.
- I'd like to see the council be more progressive and try cutting edge ideas instead of always deferring to what others have done. Also, don't always go after the big problems: little things like more trash cans or more cold water fountains are easy fixes and go a long way. Keep up the good work.
- Immediate massive investment in public land and infrastructure to protect against sea level rise; immediate implementation of program of character development among key biscayne young people. Entitlement and hatreds is out of control.
- Improve code compliance, specially for items that affect next door neighbors like appropriate swells to avoid flooding from new elevated lot levels to next door lots, green barriers, no 5/15/20 ft attachments to fences (and mostly items related to new constructions affecting existing houses) . Suggest the creation of a website consultation/claim procedure for neighbors with different levels of concern/issues around code compliance. Improve traffic flow. Develop a completely separate bike lane away from traffic along crandon and rickenbacker causeway
- Improve drainage system, our street floods with every rainfall, improve bike lanes, improve programs to control use of drugs by teens in the village, please door bodyguard of people moving to the key. We have seen quite a few families from venezuela with strange habits likely with ties to the corrupt govt of venezuela one of those is close to our home
- Improve freebees service, everytime that i need it is unavailable, that is why i only used it once
- Improve street lighting urgently for our kids safety; fpl wire infrastructure should be underground; code enforcement is exaggerated, especially in regards to permits related to buildouts to improve a house
- Improve the fitness center.
- Improve traffic conditions
- Improve traffic congestion
- Improve traffic flow and parking, bury power lines, eliminate golf carts
- Improve traffic;visible police in all shopping centers; more enforcement of police everywhere in the village;i have been living in the key for the last 57 years and this is no more 'paradise find'-i call it 'paradise lost'; where is the police when we need them? People park in the cvs where they shouldn't and parking in the winn dixie is horrible. Please do something about it. Thank you!
- Improved commercial business, better grocery stores, more activities movie theater, less traffic congestion more public transportation
- Improved control of vehicle speeding on crandon blvd.
- Improved parking-improved traffic--improved education; need more parking in community center, village green and all street malls.

- Improvements to community center (indoor playground, cleanliness). New public library. Traffic safety improvements (golf carts safety, pedestrian safety, more traffic enforcement). Public transport like free trolley on predetermined route. Hurricane/sea level rise preparedness.
- Improving the parking spaces
- Improving traffic flow, improving green and sustainable practices
- Increase regulation on community standards: decency, manners- environmental and social. Require new residents of the United States who intend to reside in Key Biscayne to take a course on how to be a conscious community member. For example, say hello and excuse me when walking on the sidewalk, return your grocery cart after using it, instead of leaving it in a parking spot. Also, increase fines on littering and recycling. Fine individuals who leave trash at the beach or in the park, a shared space should be respected. Please look out for foreign teenagers driving at excessive speeds on residential streets. The speed bumps aren't enough, use the motorcycle officers to enforce speed limit. Key Biscayne has sadly lost its sense of community, family, safety and respect in the last 10-15 years. It is of the highest importance that our local government takes action to intervene. I look forward to participating in socially remodeling the community to achieve the minimal standards of decency we have lost.
- Increase speed control over Rickenbacker Causeway. Increase lights at the Village Green to make it usable/safe by night. Increase activities to clean the sawgrass in the beach
 - Increase teen activities (now most of the activities are for under 12, or adults). Teenagers are the most vulnerable population and we need to give them more activities. Teen room @ community center y mostly for kids 6-12 years old, we may need another one made for 12-17 years old (different games for example)
- Increase/improve the quality of the beach by increasing the frequency in which the seaweed/grass debris is removed from the beach. It's a big turnoff to residents & visitors
- Increased passive park space and decreased traffic
- It is essential to pay attention to all the bad drivers around the Key. Lots of people don't understand traffic signs such as stops, yield, golf cart parking only, pedestrian walking. Law enforcement should be more active and give more tickets to those violating the traffic rules.
- It was decided by the Village to limit kitesurfing to the beach in Sonesta, which is dangerous. It's in the middle of the beach where many people are walking. It used to be by the Commodore East Beach, which was very safe and no incident has been registered ever.
- Keep doing what you are doing, KB is a wonderful place to live. My one complaint is with the remodeling permitting system. I remodeled a property for my personal use in 2002 and the permitting process while not efficient was OK. I remodeled a property in 2010 for my personal use and the permitting process had become much more cumbersome and frustrating.
- Keep taxes low so we can afford to live here
- Keep the streets, beach, etc. Clean and proper! Bury power lines!
- Kindness/courtesy campaign, be a good neighbor encourage voter registration. Engagement driving education how to drive a rotary less traffic
- Large pool

- Less cars available and efficient public transportation. Open spaces such as park constructed on lots. Less commercial businesses such as cvs, walmart. More small business types, unique stores and restaurants.
- Less crowded, more friendly, more aggressively environmentally proactive and progressive, better quality grocery and restaurant options.
- Less hispanics; enforcement of golfcarts being prohibited on crandon; fix the red light cameras; enforcement of traffic laws; lower gasoline prices; more police presence
- Less noise, traffic, and drivers using cell phones while driving golf carts and cars.
- Less seaweed at the beach, better lighting at the playground, smart stop lights which adapt to traffic patterns during the day, more availability to soccer fields for all ages
- Less traffic
- Less traffic and less flooding
- Less traffic congestion
- Less traffic congestion
- Less traffic, enforce traffic laws and noise ordinances.
- Less traffic, more community events, better beach and parks maintenance, stricter residency rules for children attending the public school , many do not live on kb therefore traffic is horrendous in the morning and afternoon, and the public education quality is below expectations .
- Less traffic, more retail, entry property has sat vacant for more than two years, an eyesore
- Less traffic, more parking at village green; less crowded public school
- Less traffic. Underground power lines.
- Less traffic; better beach status, more sidewalks--clean up sidewalks; more dog waste bins throughout village
- Less traffic; bike helmets rules enforced; movie theater; golf carts not properly driven or/and in improper areas.
- Library close to community center improvement in traffic safety.
- Lights on playground @ park--please.
- Limit number of people in apts control growth
- Limit residential apartment construction. Strict enforcement of zoning to avoid massive construction of houses. Strict police enforcement. Emphasis on small spaces, public transportation (freebee) availability; bicycle safety
- Listen to the need of elderly residents.
- Love it!
- Lower rates at the community center; less traffic during the summer; less density; publix instead of winn dixie.
- Maintenance - regular - in all sectors.
- Maintenance/improvement of shopping malls parking lots.
- Additional golf cart parking lots.
- Overall improvement of access to winn-dixie. Elevators & escalators unavailable most of the time. Parking lot is messy, wet and dark.

- Make a better place for children.
- Make people obey traffic lights. The corner of crandon and galen is completely ignored for obeying the law. On a left lane stop, they cross to the right and many more.
- Make the crosswalks safer. Many drivers ignore the yellow lights.
- More activities as a village for kids--picnics, races, etc
- More activities for special needs kids. We have none.
- More activities for teens/young adults-paid beach clean ups, roller blading paths, band/dj nights, but jobs for teens and young adults to benefit the community.
- More affordable housing, eco friendly/sustainable initiative plastic bag, bottle, balloon bans
- More attention be given to the noise from gardening (landscape companies) and trucks that park in streets, leaving them on with a consequential noise--noise is bad for your health.
- More care given to village green sprinkler-heads are broken-told todd 4 weeks ago-still broken; sprinklers go off too late in the morning for walker.
- More clay courts (tennis); more pickleball courts
- More contact with residents, especially seniors
- More control of dogs on beaches
- More control of non residents in public school, smaller classrooms; more fields for sports, youth and adult.
- More court space and field space for the growing population of youth
- More cultural events (art fairs, music on the green exhibits, better library, invite authors). I love the 4th of july.
- More dining and leisure options; renovation/expansion/creation of commercial (retail) spaces to offer more and enhanced leisure options
- More educated people who understand that as expats or immigrants we need to comply with rules and regulations. A greener community by encouraging biking and walking (scooters, skates, etc.), and also taking care of the common areas-parks, beach, sidewalks filled with dog poop! We need to respect the country and community that we live and, and that is only achieved by everybody's effort. Regarding biking, hilton head island, sc is a great example of how biking trails all throughout the island has made that place a paradise! I would invest in that. Kids would ride to school and to their activities.
- More fields. Improve the entrance to key biscayne-connect via roads calva & tennis center
- More for prek; more classes at community center; put the traffic light where ectomy from ritzy to village of kb (playground)
- More green areas, sports fields, activities for teens
- More green space. Enforce traffic laws with bikers. Less loop holes. You want a bigger house? Buy another lot!
- More grocery store options.
- More importance shown to kids than to animals
- More indoor pickleball courts and more play hours parking building near community center, theater venue at community center, more group trips to theater opera, ballet right or left front orchestra quality seating, these trips fill up too quickly

- More land for parks
- More lighting on seaview dr- to cross safely. Force cars to drive slower. Access to mast should not be a lottery
- More lighting on side streets, more flashing pedestrian signals.
- Monitoring of weekend traffic from cape florida through the village (more police presence)
- More lights in the streets, better draining for rain water, better traffic control
- More local parks like "corner park"
- More neighborhood (pocket) parks that would serve as "jewels" in a pedestrian friendly "necklace" with the "crown jewel" being a "community park" located on the bay for sunset views and low impact (non-motorized boats) water/bay access activities.
- More open space, art festivals, more music/plays in public spaces; eliminate plastic bags in the community; more of a 'green, forward thinking philosophy to eliminate congestion; add 1 or 2 more yellow blinking lights at crosswalks; maybe several open-air trolleys that travel between 7-11: catholic church to beaches, ritz, state park, stops at cvs plaza, winn dixie and other shops along crandon-they do loops constantly.
- More parks and green space for kids and teenagers. Improve traffic. Improve the library.
- More parks, better restaurants, more trees/landscaping/more exercise space in community center
- More parks, more parking, more parks for sports (soccer, hockey, football, baseball)
- More pedestrian traffic lights to cross crandon blvd, burying power lines, stormwater improvements, beach nourishment
- More pocket parks , re nourishment of beach
- More police presence and enforcement. We walk every morning and area aware of how many cars don't respect pedestrian's rights. It is frightening with many children! Also, enforcement at the beach, i.e. Animals, drinking and even drugs. There is no police presence ever!
- More police presence in residential areas. There have been many cars stolen from houses and also break-ins. Also more measures to reduce traffic during rush hours and better safety for kids.
- More police surveillance to children ages 15-21 years old. More parking. Storm water improvements. Sea level mitigation. More space at gym of the community center
- More safety for bikers (exclusive secure lane), less cars, cleaner beaches, better public transportation. Please discourage use of cars. Please help environment! Waste management, include a plan for oil waste from households. Plan to waste less/energy. Thanks. Excellent effort!
- More security at the beaches; more control with dogs everywhere (they are not service dogs as people say) when i called the police because dogs are everywhere in areas not permitted, the police most of the time doesn't show up.i saw many inappropriate behavior at the beach and we don't have protection. We need more signs with regulations and for those to be enforced. Not many activities at the library. Many years with no improvements, except more parks-places for dogs, which appear to have more priority than human beings. Please pay more attention to people. Thanks

- More security in the village entrance to prevent crimes.
- More strict police
- Less stores and commerce
- Land purchase to decrease density
- Code enforcement
- More stricter police role in traffic and security, better care of the beach, better supervision of fitness center.
- More teenager engagement, teenagers are becoming a nuisance with golf carts, fights, eggings etc.
- More traffic enforcement, especially at stops and around kbcs; more stormwater improvements; burying powerlines, they are very dangerous the way they are now; more activities for youth; water activities at beach park or bill boggs
- More traffic enforcement--less golf carts usage by minors-pedestrian safety
- More trash cans, more street trash pick up; more beach trash pickup; control of golfcarts that are driven by minors, no seat belts.
- More use of renewable energy. Police and city should use electric cars. City should run on solar panels. Reduce use of plastics so they do not damage the beaches, ensure we keep safety and security and higher (visibility) for police. Ensure we have a public middle and high school in the key.
- Moreparks, better parking. More reasonable building permit costs, more environmental awareness
- Most important is smart traffic lights on crandon boulevard. The traffic problem on crandon blvd. Is unacceptable. Village should stop wasting taxpayer money on buying more properties and giving services like freebee that taxpayers don't use. The only people that use it are workers and visitors who don't pay taxes here!
- Movie theater, whole foods, grocery store, better public transportation, better retail
- New bathroom on the opposite side of the village green. Enforce traffic laws, including golf carts. Unbelievable to see kids driving past officers! Enforce dog restriction at village green. Address confirmation to grant access to school (more rigorous). Smart traffic lights. Smart license plate reader to prevent crimes.
- New supermarket; we are overcrowded, therefore the community center needs a better pool, bigger gym. No monopoly of certain fitness teachers.
- No golf carts on crandon; no children driven by nannies/parents who are on the phone; no golf carts allowed--too dangerous.
- No more buildings, better parking
- No more buildings; no more stores, especially at the entrance of the city; aggressive police patrol against drug dealers selling narcotics to our children.
- No more condos need a hotel motel reasonable rates.
- No more constructions; traffic; safety for our kids/prevention of drugs
- No more plastic bags or straws in any store. No sodas and junk food; all buildings, including village & community center solar-powered & school & all houses. Grey waters system to save

water; regulate harassment from HOA & their flood insurance; teens programmers: have a store for teens/youth within library w/ coffee store, so that they can hang out there. police control & stop bikes that miss red lights, change lanes, reduce bike groups that endanger drivers.

- No new construction, enforce traffic rules for golf carts
- Not accepting so many outsiders. They dirty the beach; more public schools--this one is crowded; more beach and sea maintenance
- Open more alternative streets/routes to enter and exit the key, be able to walk at night on illuminated sidewalks, they are so dark that I am afraid of falling, I can park in the community center, there was a better supermarket, prohibition of plastic bags in any store, people buy groceries and they go to the beach and leave the plastic bags there, the key Biscayne govt does something to prevent the disappearance of beaches and takes measures against the rise of the sea. Key Biscayne govt and the police should do something to prevent an accident because the lack of illumination on our streets
- Open space facilities, basketball, volleyball, tennis, skating, chess, organized events for teenagers, professional/cultural activities, tea parties, dancing, happy hour
- Our village council should focus on how to reduce the financial burden of taxes on residents. Current philosophy seems to be 'we'll figure out a way to spend every dollar we collect'.
- Parking places and more policy controls
- Parking, educate kids and parents of importance of lights in bikes and scooters at night, lack of parking, flooding
- Parking, more green space, more free availability in parks for athletics, not for youth programs; streets to be less bumpy & without holes; better basketball gym facilities; less lime bikes
- Parking; beach maintenance
- Park space
- Passive neighborhood park, enforcement of pedestrian lights on Crandon at sunset and Village Creek, parking garage behind village hall, new library at 530 Crandon Blvd
- Pedestrian and driving safety. Places other than the streets for trucks to unload
- Pedestrian crossing on Crandon Blvd. Cars do not stop when pedestrian lights are on.
- People need to generally be more courteous to each other in the village. Most folks are too self-involved to be aware of each other. The crazy driving by all the SUVs & luxury cars is a case in point; please tell the village to replace the Christmas display in the Village Green to something tropical. The decorations belong in New England. Also, I used to go to the pool--it is always too crowded at the times I want to go--I like to swim laps and the lap lanes were not enough. So I stopped using the facilities. The beach should not be raked and more should be done to protect turtle nests and control lights on the beach during nesting season. The pavers in the intersections are destroying my old car's suspension.
- Periodic beach cleaning 1 month. Remove trash.
- Personal improvement workshops literary groups. Strict recycling. Reduce plastic.
- Plan for rising sea level/flooding better, elevate houses. Plan for access if Bear Cut bridge is lost.
- Plant more trees along side roads and sidewalks. Maintain trees and plants in better shape on all traffic circles. Spend more money and time on maintenance around the key.

- Plant more trees where need be along the streets and in parks and public spaces. The old sea grape trees and the newly planted ones were torn down (more than 1/2 of them) by the hurricane. Nice if the village would re-plant them along grapetree drive.
- Please expand the fitness center in the community center, it is always congested and over crowded
- Please improve the permit process - building department
- Please-another supermarket--it is terrible that there is only winn dixie for groceries.
- Police enforcement of traffic laws including minors driving golf carts.
- Police presence in condo areas
- Police should pay more attention to drivers between 6:30 a.m. And 7:30 a.m. At harbor drive. Cars are always speeding as rockets. Police patrols are missing in action.
- Police should tackle real safety issues, rather than harass and intimidate decent citizens. Too much regulation, too much bureaucracy that does not solve problems, but only adds to current ones.
- Police taking more action with trouble making teens. They are destroying private property.
- Police the playground. People bring dogs there. The b&d is all about making money through fees with little actual supervision on site or local at the work done. Too focused on vent-less dryers, yet some contractors, cozy with b&d, evade the rules.
- Police to work on drug prevention-launch a campaign with young kids
- Pool and parking upgrade. Designated parking for bikes.
- Power lines underground!!! Some street lights on side streets! Seaview drive 30 mph!!!
- Primary item for me is expansion of the fitness center. It's so crowded now in the evenings that it's difficult to get on the equipment
- Program to teach out of the country visitors and seasonal residents traffic rules and courtesies
- Public officials who call you back when you call their office
- Public transport on and off the island for residents only. Better pedestrian safety other than blinking lights.
- Purchase of commercial land as opposed to residential land, so that village could rent to businesses of choice--such as vacant land village missed on crandon entering key biscayne. Would have been great for bookstore & coffee shop such as the on in mill valley, ca; good for people to meet and pets, too
- Purchase of entry block by village for use of a cultural ctr.
- Put back the toll and restrict access to the village by no residents .
- More traffic enforcement and once the parks are full with no extra room for cars , stop the inflow traffic coming to the key
- Put traffic speed bumps in neighborhoods who have signed a petition requesting them. Clean pool and bathrooms in rec center.
- Recreational options for teenagers 15 through 18
- Reduce flooding
- Reduce rental cost. I'm moving out of the island after 19 years because i can't afford housing here anymore.

- Reduce the number of police force, especially those who travel outside of village boundaries. Traffic stops on causeway are ridiculous, as are the marine forces. Why are my tax money used off the key? Not cool!
- Reduce traffic. More safety, reduce theft.
- Remove golf carts from crandon, police enforce traffic laws, keep pedestrians safe with sidewalks, street lights, crossing safety, and traffic calming
- Renovate all bathrooms at the community center and lockers; the floor at the pool area; police surveillance at crosswalks and during dismissal of school
- Restaurants on the beach would be nice. Currently there are only two at the ritz which is quite expensive and one in the bill bags.
- We need a healthier grocery store alternative to winn dixie.
- Take away the traffic light at gallen. It is not necessary and very long.
- Fix the key colony traffic light.
- Eliminate plastic bags at wd and cvs.
- Get in the schools and teach the kids about proper manners such as picking up their trash, don't be a litter bug.
- Restrict mega mansions. Attend to crazy teenage driving, property damage and other vandalism. More restaurants with outdoor seating not in a parking lot, i.e. Facing a park/green space.
- Restrict the soccer to one field only. Provide more programs free to teens. More events for general public.
- Restrooms in village green need renovation. Enforce traffic laws and educate.
- Rules enforcement!!
- Safer place for kids to walk and bike; more fields for sports, better public transportation around the key
- Safety and crime. Reduce robberies and break ins. After school programs for working parents. Mosquito control.
- Safety crosswalk for my kids
- Safety for children and pedestrians
- Safety for kids--sidewalks, enforcement of helmets for cyclists; bury power lines; more sports at school--k-8 and mast. There is no offer for sports in middle school in neither of them; mast application needs review--so many kids from k-8 gifted but did not get in; congratulations, mayor, on the survey
- Safety for pedestrians, bicycles specially directed to kids. Education and strong enforcement for drivers in the key. Also, focus on vehicles obstructing sidewalks.
- Safety, traffic law enforcement
- Sea level, bicycle and vehicle safety, renovate library
- Security cameras on streets, more police in the village, control drug dealers, improve mast school response to residents. Today there is the feeling the school authorities reject kb students, including top grade students.
- Security, update of the plazas, cleanliness of the streets, place for teenagers

- Sewers are dirty, especially a sewer by cvs; trash containers are always overfilled, especially in commercial areas behind commerce. Trash flies away; electric power lines are a disaster, they go off all the time; storm drainage does not seem to work well
- Significantly increased police traffic code enforcement with the issuing of fines/tickets for violators including handicap parking violators.
- Creating more of a community environment, with residents treating each other in a more friendly, hospitable way like it was in Key Biscayne up until the last few years.
- Somehow making Key Biscayne more safe and more friendly with regard to pedestrians, adults and children on bikes.
- Slow growth if possible, it is becoming too congested. Offer after work activities
- Smaller class sizes in the public elementary school
- More aggressive speed control (way too many young kids with porsches running around)
- Need to sanitize the jungle gym and play room in the community center
- Solve traffic problem.
- Some residents lack basic education skills, nothing the village can do.
- Stem growth, reduce construction, reduce noise in homes (parties) and boats off shore and in canals/harbors, reduce traffic.
- Stop allowing more buildings. There's too many people on the island. We need green space.
- Stop bikers driving through red lights; stop letting kids drive their cars like crazy maniacs- problem mainly when they have left the village, between the village and toll plaza
- Stop building more mansions and condo towers.
- Stop more construction plans; plant trees instead. Events are planned in Bill Baggs Park; leave the park alone. Don't compete with Miami Beach. People moved here because of quiet parks. Stop restaurants with television screens. Hire people who speak English. Keep property taxes down. The permit process is on everybody's nerves; it slows renovation.
- Stop population growth on the key
- Stop the texting and driving with big fines. Stop little kids from roaming alone. Stop teens driving without a permit.
- Street cleaners/ sidewalks in every street; the corner houses need sidewalks; more enforcement of constructions being clean
- Street lights, small parks
- Streets and lighting. Also, better control of cyclists who disregard traffic rules.
- Strict enforcement of speed laws and stop signs on residential streets, especially Sunrise Drive. Also, a litter law with penalties and enforcement.
- Stricter enforcement of traffic and parking laws; more police visibility
- Stricter zoning regulations to prevent the village of VKB from becoming the city of KB. It is the village quality that makes VKB so unique & so desirable. Zoning laws should protect that by being more watchful about the height of buildings and making less exceptions for developers & contractors. 2. Entry block should belong to VKB and should be free of commercial buildings. People who buy here do so because they want to be far from the commercial scene. 3. Zoning should safeguard the view of smaller buildings and protect their real estate value. 4. The community

center front desk should send faxes for its members with guidelines-like faxes that are less than 15 pages long.

- Strong pedestrian safety
- More police viability, more officers
- A better bzp structure
- Supermarket competitor; parking spaces; power lines; traffic
- Take care of existing challenges like traffic and beach. Review obligations of a growing staff's retirement benefits and make sure we are properly accounting for them. Boarded up oasis restaurant is shameful--been that way for over a year.
- Teach the new neighbors how to be polite
- Tear down old oasis restaurant ruin
- Terrible waste of funds to front \$500,000 for buried lines planning, before defining the method of payment. My lines are already buried so i should not pay again. My plan: everyone share in burying lines on crandon blvd., then a hookup fee for covering costs for hookup. Also sewer. Do not fund via bond issue as that charges me when my lines are already buried. You had better recognize that condo residents (are) majority of voters and majority of property taxes paid will not be treated as second-class citizens. Example: storm debris removal not from private condos, even though taxes paid some as single-family residential.
- That police enforce the bike in the traffic lights and signals and when they stop any can for traffic violations to move to from the road
- The changes i would like to see most have to come from those who live in key biscayne, attitudes and personalities
- The culture of entitlement grows each year, so much that there is no longer any sense of community in kb. It is driving many people away from living here. Not sure what the 'solution' is for entitlement but it is pathetically pervasive on the key.
- The departure time of the schools slows down traffic considerably--maybe something could be done about it.
- The larger sports programs (soccer, rugby) could use more fields. This is healthy and good for kids and families. Can something be found? The main vgs field is just a few yards too narrow and too short for full regulation play (silly mistake by the planners at the village) -- can that be corrected ? I don't think it would take anything away from the general public expanding it so the older kids and adults can play and host regulation games....
- Teenagers get bored on kb and start getting into mischief. Can we develop some options for them on the island? Not sure what, but better than the cvs parking lot...
- Freebie is a great idea. Can it's use be increased?
- The most important issue for us is to improve the way people drive in key biscayne ... There is too much speeding, too much illegal parking, too much neglect of stop signs, and many people simply do not use their indicator lights when turning. It makes the streets of key biscayne dangerous, and we lost a 18-year old daughter to a car accident in key biscayne as a consequence.
- The officials in the city, especially from code enforcement, must be replaced.

- Code enforcement should be equal to all key residents and not according to "friends get a special benefit"
- The pool it is not big enough or clean enough. The community ctr and traffic signals and police presence people drive horribly. Bikers must stay in lane they don't follow the rules.
- The room for group exercise classes in the community center is too small and inadequate. Bikes take too much room and are a hazard when exercising. Not enough mirror space. There should be a room dedicated for spinning where you can store the bikes and don't have to move them around.
- Traffic laws must be enforced.
- Limit the size and frequency of events in virginia key!
- The sidewalks have become a dangerous place for pedestrians due to heavy use by bicyclists.
- The traffic lights are a problem at the entrance of key colony. Key colony should open a second door. There are too many bikers coming from outside of the island. They are very rude and throw themselves to our cars.
- The traffic lights need to be better synchronized
- The village has catered to business and tourism for far too long. We have too many banks, realtors, flashing crosswalks, hotels and huge condos and lime bikes. None of these things actually live here. Do we want kb to be a great place to make money or a great place to live? We can't have both and one is crushing the other.
- The village is fantastic; its a shame we lost the miami open; possibly police could be more proactive in drug prevention among teens.
- There is a lack of updated office space, which draws many small businesses to brickell. That's a pity. We would also like to have a good auditorium for local concerts, theatre, musical theatre and movies. It would be very nice to enjoy resident prices to access bill boggs. I have to say that public gardening has improved very much during the last couple of years (landscaping) congratulations.
- There is a need for more sports fields, for soccer, rugby, field hockey, etc.
- There is a need for teen hangouts, the parks on w heather dr and hampton should be basketball courts
- To better maintain the beach, since the beach is one of the most important attractions to key biscayne living--pay better attention to the beach.
- To have more security or even better less robberies to have better street lights at least to see where is an intersection
- To maintain the island as a community, as it was historically. To keep the paradise.
- Too many people live here, we have too many cars
- Too much traffic, congested parking lots. The key used to be a nicer place, calmer and less congested. Speed control on the streets - important.
- Traffic
- Traffic and parking changes.
- Traffic calming, expanded farmers market, band shell for live entertainment/outdoor cultural space

- Traffic control
- Traffic control and beach renourishment
- Traffic control people lights more courtesy and patience particularly on the roads
- Traffic control, bike safety; working forward; sea level rise mitigation
- Traffic control, teenage activities, having officers patrolling school crossings and busy intersections at end of school day...they are too busy in other activities (?)
- Traffic enforcement ,control of unruly bicycle riders who do not observe traffic etiquette and are a hassle to deal with
- Traffic enforcement for golf carts, more sports facilities
- Traffic enforcement, look into enforcing properly parking and follower stroller permits, handicap permit spaces. Also enforce bike safety rules, those biking on weekend mornings take up car lanes, not safe for cars and they eat u pour road space. Give them tickets
- Traffic enforcement, more police in the streets. Lots of speeding people through crandon blvd. Impossible to drive sometimes! Lots of speeding chauffeurs. Please help!
- Traffic enforcement, speeding, texting, avoiding all regulations, underage driving of golf carts and vehicles. This is a huge problem!!
- Traffic enforcement. Rugby field.
- Traffic enforcement. Sea rise mitigation. Bury power lines (although my house has buried lines). Enlarge community center.
- Traffic enforcement; the village should be at the forefront of renewable energy/solar power for its buildings and houses.
- Traffic improvements and flood improvements.
- Traffic is becoming a problem, especially at school hours, due to too many golf carts driven by teens and domestic employees (do they need a driver's license?)
- Traffic line and no more shopping center
- Traffic on the key is a nightmare. Toomany workers, landscapers blocking every street. Density too high on island. Stop allowing the construction of more mcmansions.
- Traffic safety. Cars kill kids, not shaks, lightening, or zika. Traffic enforcement, especially "no text" while driving.
- Traffic speed
- Traffic violations golf carts, cell phones while driving, law enforcement kids/teen out of control
- Traffic/especially weekends; a friendly environment that the community says hello to each other as we pass by
- Traffic--too many lights.
- Traffic morning and afternoon
- Tremendous music noise from boats at hurricane harbor on weekends!!!! Need regular police patrol.
- Underground electricity system; more choices to buy groceries; new pedestrian crossing warning signals red instead of yellow; stronger controls to bikers, they do not own the streets of key biscayne and must respect traffic laws; avoid signs such as "no event parking", it does not represents a "village" wonderful attitude to visitors.

- Very happy with everything k.b. Has to offer
- Very well designed and executed survey!!
- Village meetings are too long, need to limit time for council. They need to prepare before attending meeting.
- Walking board by the beach; restoration of the beach; more parking for the community center; staff in the gym that helps you with the machines
- Watch pedestrian crossing
- We find it excellent
- We need a high school (mast academy does not accept most of our own kids-no capacity); we need a real police chief and a real police dept; more activities for children and teenagers; zoning restrictions are ridiculous, can't build a garage because of space restrictions when you build a house, etc
- We need more parks, fields for soccer, police need to be stricter with teens, we need to encourage more entrepreneurs to open restaurants
- We need to find ways to decrease weekend traffic entry to beach and parks--makes weekends less safe for residents.
- We'd like to see an open-air theater on the lot next to the suntrust bank
- Zoning dept. Is officious and difficult. Makes simple projects difficult and expensive for condos. Same for fire department. Overly complicated to deal with. Almost impossible to comply with their life safety demands.

Section 6

Tabular Data

Q1. Parks and Recreation Facilities. Please CHECK ALL of the following Parks and Recreation facilities operated by the Village of Key Biscayne that you or other members of your household have visited during the past year.

Q1. All Parks & Recreation facilities operated by
Village of Key Biscayne you have visited during
past year

	Number	Percent
Village of Key Biscayne Community Center	433	78.9 %
Adult & adults 55 years or older activities in Key Biscayne Community Center	119	21.7 %
Fields at Mast Academy	101	18.4 %
Sports fields (e.g. baseball, softball, soccer, football)	198	36.1 %
Village Parks & Playgrounds	411	74.9 %
Total	1262	

Q2. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following programs, facilities, and services provided by the Community Center.

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of swimming pool	14.1%	23.1%	9.0%	4.8%	1.4%	47.6%
Q2-2. Quality of basketball gymnasium	15.9%	23.8%	8.1%	2.1%	0.2%	49.9%
Q2-3. Quality of cardiovascular equipment/fitness area	13.2%	26.8%	14.3%	5.8%	0.9%	39.0%
Q2-4. Quality of strength training equipment	12.9%	26.8%	13.9%	5.1%	0.5%	40.9%
Q2-5. Quality of adult spaces	13.2%	22.2%	14.5%	6.2%	0.7%	43.2%
Q2-6. Quality of teen room/game room	5.3%	15.0%	12.7%	6.9%	2.5%	57.5%
Q2-7. Quality of indoor playground	10.2%	18.9%	12.5%	3.9%	1.2%	53.3%
Q2-8. Quality of computer lab	5.3%	10.6%	11.8%	3.5%	0.7%	68.1%
Q2-9. Cleanliness of the Center	25.9%	35.1%	18.0%	7.2%	2.5%	11.3%
Q2-10. Availability of open space	12.7%	23.1%	21.5%	10.9%	4.6%	27.3%
Q2-11. Hours of operation	32.6%	38.1%	12.9%	2.5%	1.2%	12.7%
Q2-12. Knowledge of Center staff	32.6%	32.8%	14.5%	3.5%	0.2%	16.4%
Q2-13. Courtesy of Center staff	44.1%	30.0%	10.6%	3.7%	1.8%	9.7%
Q2-14. Availability of parking	7.9%	18.5%	13.9%	24.5%	23.1%	12.2%

Q2. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following programs, facilities, and services provided by the Community Center.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-15. Adult adults 55 years or older programs & classes (e. g. fitness programs, lunches, bingo, trips)	10.6%	10.2%	10.4%	3.2%	1.2%	64.4%
Q2-16. Group exercise classes	12.7%	16.2%	12.9%	3.9%	0.7%	53.6%
Q2-17. Quality of instructors for group exercise classes	15.2%	13.9%	11.8%	1.8%	0.7%	56.6%
Q2-18. Quality of instructors for adult classes	12.9%	10.6%	9.7%	1.2%	0.7%	64.9%
Q2-19. Quality of instructors for youth classes	7.9%	10.6%	8.8%	0.9%	0.9%	70.9%
Q2-20. Availability of youth activities	11.5%	14.5%	11.8%	3.5%	3.0%	55.7%
Q2-21. Availability of adult activities	10.9%	17.6%	14.3%	4.8%	1.4%	51.0%
Q2-22. Availability of adults 55 years or older activities	9.7%	9.9%	10.9%	3.5%	0.5%	65.6%

WITHOUT "DON'T KNOW"

Q2. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following programs, facilities, and services provided by the Community Center. (without "don't know")

(N=433)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of swimming pool	26.9%	44.1%	17.2%	9.3%	2.6%
Q2-2. Quality of basketball gymnasium	31.8%	47.5%	16.1%	4.1%	0.5%
Q2-3. Quality of cardiovascular equipment/fitness area	21.6%	43.9%	23.5%	9.5%	1.5%
Q2-4. Quality of strength training equipment	21.9%	45.3%	23.4%	8.6%	0.8%
Q2-5. Quality of adult spaces	23.2%	39.0%	25.6%	11.0%	1.2%
Q2-6. Quality of teen room/game room	12.5%	35.3%	29.9%	16.3%	6.0%
Q2-7. Quality of indoor playground	21.8%	40.6%	26.7%	8.4%	2.5%
Q2-8. Quality of computer lab	16.7%	33.3%	37.0%	10.9%	2.2%
Q2-9. Cleanliness of the Center	29.2%	39.6%	20.3%	8.1%	2.9%
Q2-10. Availability of open space	17.5%	31.7%	29.5%	14.9%	6.3%
Q2-11. Hours of operation	37.3%	43.7%	14.8%	2.9%	1.3%
Q2-12. Knowledge of Center staff	39.0%	39.2%	17.4%	4.1%	0.3%
Q2-13. Courtesy of Center staff	48.8%	33.2%	11.8%	4.1%	2.0%
Q2-14. Availability of parking	8.9%	21.1%	15.8%	27.9%	26.3%
Q2-15. Adult adults 55 years or older programs & classes (e.g. fitness programs, lunches, bingo, trips)	29.9%	28.6%	29.2%	9.1%	3.2%
Q2-16. Group exercise classes	27.4%	34.8%	27.9%	8.5%	1.5%
Q2-17. Quality of instructors for group exercise classes	35.1%	31.9%	27.1%	4.3%	1.6%
Q2-18. Quality of instructors for adult classes	36.8%	30.3%	27.6%	3.3%	2.0%

WITHOUT "DON'T KNOW"

Q2. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following programs, facilities, and services provided by the Community Center. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-19. Quality of instructors for youth classes	27.0%	36.5%	30.2%	3.2%	3.2%
Q2-20. Availability of youth activities	26.0%	32.8%	26.6%	7.8%	6.8%
Q2-21. Availability of adult activities	22.2%	35.8%	29.2%	9.9%	2.8%
Q2-22. Availability of adults 55 years or older activities	28.2%	28.9%	31.5%	10.1%	1.3%

Q3. Which THREE of the items listed in Question 2 are MOST IMPORTANT to your household's enjoyment of the Community Center?

Q3. Top choice	Number	Percent
Quality of swimming pool	43	9.9 %
Quality of basketball gymnasium	18	4.2 %
Quality of cardiovascular equipment/fitness area	59	13.6 %
Quality of strength training equipment	21	4.8 %
Quality of adult spaces	6	1.4 %
Quality of teen room/game room	7	1.6 %
Quality of indoor playground	13	3.0 %
Quality of computer lab	1	0.2 %
Cleanliness of the Center	20	4.6 %
Availability of open space	12	2.8 %
Hours of operation	10	2.3 %
Knowledge of Center staff	6	1.4 %
Courtesy of Center staff	7	1.6 %
Availability of parking	26	6.0 %
Adult adults 55 years or older programs & classes (e.g. fitness programs, lunches, bingo, trips)	26	6.0 %
Group exercise classes	14	3.2 %
Quality of instructors for group exercise classes	6	1.4 %
Quality of instructors for adult classes	2	0.5 %
Quality of instructors for youth classes	7	1.6 %
Availability of youth activities	27	6.2 %
Availability of adult activities	11	2.5 %
Availability of adults 55 years or older activities	18	4.2 %
None chosen	73	16.9 %
Total	433	100.0 %

Q3. Which THREE of the items listed in Question 2 are MOST IMPORTANT to your household's enjoyment of the Community Center?

Q3. 2nd choice	Number	Percent
Quality of swimming pool	17	3.9 %
Quality of basketball gymnasium	20	4.6 %
Quality of cardiovascular equipment/fitness area	30	6.9 %
Quality of strength training equipment	43	9.9 %
Quality of adult spaces	11	2.5 %
Quality of teen room/game room	18	4.2 %
Quality of indoor playground	13	3.0 %
Quality of computer lab	1	0.2 %
Cleanliness of the Center	19	4.4 %
Availability of open space	6	1.4 %
Hours of operation	12	2.8 %
Knowledge of Center staff	7	1.6 %
Courtesy of Center staff	10	2.3 %
Availability of parking	42	9.7 %
Adult adults 55 years or older programs & classes (e.g. fitness programs, lunches, bingo, trips)	13	3.0 %
Group exercise classes	8	1.8 %
Quality of instructors for group exercise classes	11	2.5 %
Quality of instructors for adult classes	8	1.8 %
Quality of instructors for youth classes	16	3.7 %
Availability of youth activities	12	2.8 %
Availability of adult activities	18	4.2 %
Availability of adults 55 years or older activities	16	3.7 %
None chosen	82	18.9 %
Total	433	100.0 %

Q3. Which THREE of the items listed in Question 2 are MOST IMPORTANT to your household's enjoyment of the Community Center?

Q3. 3rd choice	Number	Percent
Quality of swimming pool	15	3.5 %
Quality of basketball gymnasium	8	1.8 %
Quality of cardiovascular equipment/fitness area	24	5.5 %
Quality of strength training equipment	26	6.0 %
Quality of adult spaces	17	3.9 %
Quality of teen room/game room	16	3.7 %
Quality of indoor playground	12	2.8 %
Quality of computer lab	3	0.7 %
Cleanliness of the Center	39	9.0 %
Availability of open space	20	4.6 %
Hours of operation	23	5.3 %
Knowledge of Center staff	5	1.2 %
Courtesy of Center staff	17	3.9 %
Availability of parking	41	9.5 %
Adult adults 55 years or older programs & classes (e.g. fitness programs, lunches, bingo, trips)	15	3.5 %
Group exercise classes	9	2.1 %
Quality of instructors for group exercise classes	6	1.4 %
Quality of instructors for adult classes	5	1.2 %
Quality of instructors for youth classes	1	0.2 %
Availability of youth activities	12	2.8 %
Availability of adult activities	8	1.8 %
Availability of adults 55 years or older activities	10	2.3 %
None chosen	101	23.3 %
Total	433	100.0 %

Q3. Which THREE of the items listed in Question 2 are MOST IMPORTANT to your household's enjoyment of the Community Center? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Quality of swimming pool	75	17.3 %
Quality of basketball gymnasium	46	10.6 %
Quality of cardiovascular equipment/fitness area	113	26.1 %
Quality of strength training equipment	90	20.8 %
Quality of adult spaces	34	7.9 %
Quality of teen room/game room	41	9.5 %
Quality of indoor playground	38	8.8 %
Quality of computer lab	5	1.2 %
Cleanliness of the Center	78	18.0 %
Availability of open space	38	8.8 %
Hours of operation	45	10.4 %
Knowledge of Center staff	18	4.2 %
Courtesy of Center staff	34	7.9 %
Availability of parking	109	25.2 %
Adult adults 55 years or older programs & classes (e.g. fitness programs, lunches, bingo, trips)	54	12.5 %
Group exercise classes	31	7.2 %
Quality of instructors for group exercise classes	23	5.3 %
Quality of instructors for adult classes	15	3.5 %
Quality of instructors for youth classes	24	5.5 %
Availability of youth activities	51	11.8 %
Availability of adult activities	37	8.5 %
Availability of adults 55 years or older activities	44	10.2 %
None chosen	73	16.9 %
Total	1116	

Q4. Which ONE of the following statements best represents how often you and other members of your household use the Community Center, on average?

Q4. How often do you use Community Center	Number	Percent
Daily	70	16.2 %
Several times per week	167	38.6 %
Once per week	40	9.2 %
Several times per month	57	13.2 %
Less than once per month	80	18.5 %
Not provided	19	4.4 %
Total	433	100.0 %

WITHOUT “NOT PROVIDED”

Q4. Which ONE of the following statements best represents how often you and other members of your household use the Community Center, on average? (without "not provided")

Q4. How often do you use Community Center	Number	Percent
Daily	70	16.9 %
Several times per week	167	40.3 %
Once per week	40	9.7 %
Several times per month	57	13.8 %
Less than once per month	80	19.3 %
Total	414	100.0 %

Q5. Improvements. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following major actions that the Village of Key Biscayne could take to improve existing Parks and Recreation facilities.

(N=549)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-1. Expand Fitness Center area at the Community Center, including purchasing additional equipment	27.7%	17.1%	19.3%	4.6%	4.9%	26.4%
Q5-2. Develop additional gymnasium space for basketball/volleyball, etc.	13.5%	14.9%	26.6%	7.1%	6.9%	31.0%
Q5-3. Develop additional indoor performance venues (auditorium/theater)	20.6%	21.7%	22.8%	7.5%	6.0%	21.5%
Q5-4. Develop additional program space for adults	14.0%	20.4%	27.1%	6.0%	5.5%	27.0%
Q5-5. Develop new sports fields (e.g. baseball, soccer)	17.1%	16.4%	23.0%	9.1%	8.7%	25.7%
Q5-6. Expand Game Room for teen activities at the Community Center	16.2%	17.9%	23.7%	7.1%	4.6%	30.6%
Q5-7. Develop a larger swimming pool at the Community Center	17.7%	11.5%	22.6%	13.7%	9.7%	25.0%
Q5-8. Renovate bathroom/locker rooms at the Community Center	15.5%	19.3%	23.9%	7.5%	6.0%	27.9%
Q5-9. Acquire open space for passive activities (e.g. trails, picnicking)	24.6%	20.8%	16.9%	7.7%	9.1%	20.9%
Q5-10. Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	23.5%	17.7%	19.1%	6.9%	9.7%	23.1%

Q5. Improvements. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following major actions that the Village of Key Biscayne could take to improve existing Parks and Recreation facilities.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-11. Develop additional parking access to the Community Center	41.9%	18.4%	14.9%	4.0%	6.0%	14.8%
Q5-12. Acquire & develop pocket parks within the community	25.3%	18.8%	18.0%	7.3%	10.0%	20.6%

WITHOUT "DON'T KNOW"

Q5. Improvements. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with each of the following major actions that the Village of Key Biscayne could take to improve existing Parks and Recreation facilities. (without "don't know")

(N=549)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. Expand Fitness Center area at the Community Center, including purchasing additional equipment	37.6%	23.3%	26.2%	6.2%	6.7%
Q5-2. Develop additional gymnasium space for basketball/volleyball, etc.	19.5%	21.6%	38.5%	10.3%	10.0%
Q5-3. Develop additional indoor performance venues (auditorium/theater)	26.2%	27.6%	29.0%	9.5%	7.7%
Q5-4. Develop additional program space for adults	19.2%	27.9%	37.2%	8.2%	7.5%
Q5-5. Develop new sports fields (e.g. baseball, soccer)	23.0%	22.1%	30.9%	12.3%	11.8%
Q5-6. Expand Game Room for teen activities at the Community Center	23.4%	25.7%	34.1%	10.2%	6.6%
Q5-7. Develop a larger swimming pool at the Community Center	23.5%	15.3%	30.1%	18.2%	12.9%
Q5-8. Renovate bathroom/locker rooms at the Community Center	21.5%	26.8%	33.1%	10.4%	8.3%
Q5-9. Acquire open space for passive activities (e.g. trails, picnicking)	31.1%	26.3%	21.4%	9.7%	11.5%
Q5-10. Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	30.6%	23.0%	24.9%	9.0%	12.6%
Q5-11. Develop additional parking access to the Community Center	49.1%	21.6%	17.5%	4.7%	7.1%
Q5-12. Acquire & develop pocket parks within the community	31.9%	23.6%	22.7%	9.2%	12.6%

Q6. Which THREE of the actions listed in Question 5 are MOST IMPORTANT to you and members of your household with regard to improving the existing Community Center and/or possibly developing additional indoor programming spaces at other locations?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Expand Fitness Center area at the Community Center, including purchasing additional equipment	89	16.2 %
Develop additional gymnasium space for basketball/volleyball, etc.	24	4.4 %
Develop additional indoor performance venues (auditorium/theater)	34	6.2 %
Develop additional program space for adults	30	5.5 %
Develop new sports fields (e.g. baseball, soccer)	36	6.6 %
Expand Game Room for teen activities at the Community Center	18	3.3 %
Develop a larger swimming pool at the Community Center	34	6.2 %
Renovate bathroom/locker rooms at the Community Center	5	0.9 %
Acquire open space for passive activities (e.g. trails, picnicking)	36	6.6 %
Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	23	4.2 %
Develop additional parking access to the Community Center	75	13.7 %
Acquire & develop pocket parks within the community	28	5.1 %
None chosen	117	21.3 %
Total	549	100.0 %

Q6. Which THREE of the actions listed in Question 5 are MOST IMPORTANT to you and members of your household with regard to improving the existing Community Center and/or possibly developing additional indoor programming spaces at other locations?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Expand Fitness Center area at the Community Center, including purchasing additional equipment	29	5.3 %
Develop additional gymnasium space for basketball/volleyball, etc.	20	3.6 %
Develop additional indoor performance venues (auditorium/theater)	39	7.1 %
Develop additional program space for adults	25	4.6 %
Develop new sports fields (e.g. baseball, soccer)	34	6.2 %
Expand Game Room for teen activities at the Community Center	18	3.3 %
Develop a larger swimming pool at the Community Center	23	4.2 %
Renovate bathroom/locker rooms at the Community Center	26	4.7 %
Acquire open space for passive activities (e.g. trails, picnicking)	49	8.9 %
Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	37	6.7 %
Develop additional parking access to the Community Center	55	10.0 %
Acquire & develop pocket parks within the community	48	8.7 %
None chosen	146	26.6 %
Total	549	100.0 %

Q6. Which THREE of the actions listed in Question 5 are MOST IMPORTANT to you and members of your household with regard to improving the existing Community Center and/or possibly developing additional indoor programming spaces at other locations?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Expand Fitness Center area at the Community Center, including purchasing additional equipment	21	3.8 %
Develop additional gymnasium space for basketball/volleyball, etc.	13	2.4 %
Develop additional indoor performance venues (auditorium/theater)	35	6.4 %
Develop additional program space for adults	26	4.7 %
Develop new sports fields (e.g. baseball, soccer)	25	4.6 %
Expand Game Room for teen activities at the Community Center	23	4.2 %
Develop a larger swimming pool at the Community Center	17	3.1 %
Renovate bathroom/locker rooms at the Community Center	28	5.1 %
Acquire open space for passive activities (e.g. trails, picnicking)	31	5.6 %
Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	35	6.4 %
Develop additional parking access to the Community Center	62	11.3 %
Acquire & develop pocket parks within the community	40	7.3 %
None chosen	193	35.2 %
Total	549	100.0 %

Q6. Which THREE of the actions listed in Question 5 are MOST IMPORTANT to you and members of your household with regard to improving the existing Community Center and/or possibly developing additional indoor programming spaces at other locations? (top 3)

<u>Q6. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Expand Fitness Center area at the Community Center, including purchasing additional equipment	139	25.3 %
Develop additional gymnasium space for basketball/volleyball, etc.	57	10.4 %
Develop additional indoor performance venues (auditorium/theater)	108	19.7 %
Develop additional program space for adults	81	14.8 %
Develop new sports fields (e.g. baseball, soccer)	95	17.3 %
Expand Game Room for teen activities at the Community Center	59	10.7 %
Develop a larger swimming pool at the Community Center	74	13.5 %
Renovate bathroom/locker rooms at the Community Center	59	10.7 %
Acquire open space for passive activities (e.g. trails, picnicking)	116	21.1 %
Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	95	17.3 %
Develop additional parking access to the Community Center	192	35.0 %
Acquire & develop pocket parks within the community	116	21.1 %
None chosen	117	21.3 %
Total	1308	

Q7. How supportive are you of the Village of Key Biscayne purchasing land in the Village for the development of additional parks, recreation, sports facilities, etc.?

Q7. How supportive are you of Village purchasing land for development of additional parks, recreation, sports facilities, etc.

	Number	Percent
Very supportive	268	48.8 %
Somewhat supportive	114	20.8 %
Neutral	75	13.7 %
Not supportive	30	5.5 %
Not at all supportive	50	9.1 %
Not provided	12	2.2 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"

Q7. How supportive are you of the Village of Key Biscayne purchasing land in the Village for the development of additional parks, recreation, sports facilities, etc.? (without "not provided")

Q7. How supportive are you of Village purchasing land for development of additional parks, recreation, sports facilities, etc.

	Number	Percent
Very supportive	268	49.9 %
Somewhat supportive	114	21.2 %
Neutral	75	14.0 %
Not supportive	30	5.6 %
Not at all supportive	50	9.3 %
Total	537	100.0 %

Q8. Please CHECK ALL of the following reasons that may prevent you or other members of your household from using parks, recreation, and sports facilities or programs of the Village of Key Biscayne more often.

Q8. What are the reasons that may prevent you from using parks, recreation, & sports facilities or programs of Key Biscayne more often

	Number	Percent
Facilities are not well maintained	68	12.4 %
Program or facility not offered	126	23.0 %
Facilities lack right equipment	57	10.4 %
Use facilities in other cities	24	4.4 %
Lack of quality programs	88	16.0 %
Classes are full	65	11.8 %
Program times are not convenient	110	20.0 %
Fees are too high	119	21.7 %
Poor customer service by staff	25	4.6 %
I do not know what is being offered	86	15.7 %
Facility operating hours not convenient	36	6.6 %
Registration for programs is difficult	15	2.7 %
Lack of parking	201	36.6 %
Other	86	15.7 %
Total	1106	

Q8. Other

Q8. Other	Number	Percent
Not interested	2	2.3 %
Our age	2	2.3 %
FITNESS CENTER TOO CROWDED	2	2.3 %
No need	2	2.3 %
I have everything in my condominium	1	1.2 %
Often very crowded	1	1.2 %
Prefer being inside A/C for workout in gym and recreation than outdoor	1	1.2 %
No internet	1	1.2 %
There are always events such as youth sports practices that greatly limit their availability	1	1.2 %
Not enough programs for older children, teens, and adults	1	1.2 %
Lack of time on my part	1	1.2 %
I HAVE MY OWN FACILITIES AT OCEAN CLUB	1	1.2 %
CONSTRUCTION GOING ON	1	1.2 %
NEED MORE SPACE & FREE TO PUBLIC TIME	1	1.2 %
LACK OF SPACE	1	1.2 %
Too many people	1	1.2 %
Use other gym options on the Key	1	1.2 %
NOT ENOUGH GYM EQUIPMENT	1	1.2 %
LIMITED SPACE TO SIT OR WALK	1	1.2 %
NOT ACTIVE AT THIS TIME	1	1.2 %
ELDERLY	1	1.2 %
GROUP EXERCISE CLASSES & SOME GYM EQUIPMENT IS OUTDATED	1	1.2 %
Use the money to lower taxes	1	1.2 %
An art studio dedicated for adult use is needed	1	1.2 %
NO SPACES BECAUSE SOCCER HAS OVER RUN THE KEY	1	1.2 %
Not enough fields	1	1.2 %
Too crowded, too noisy	1	1.2 %
GYM OPENING AT 5:30AM WOULD BE VERY HELPFUL TO PEOPLE WORKING OFF ISLAND	1	1.2 %
Have simultaneous group classes in the different gym rooms	1	1.2 %
NO USE FOR THEM AT MY AGE	1	1.2 %
IGGY uses too many lanes in pool	1	1.2 %
We have enough facilities at present	1	1.2 %
We travel a lot and don't have time to attend the center	1	1.2 %
My building has a gym and I have an active social life off the Key	1	1.2 %
Need swimming pool for adult use in the afternoon	1	1.2 %
HOURS OF OPERATION	1	1.2 %
HAVE AN OPEN HOUSE FOR COMMUNITY AWARENESS	1	1.2 %
USE FACILITIES IN CONDO COMPLEX	1	1.2 %

Q8. Other

Q8. Other	Number	Percent
USE FACILITIES IN OCEAN CLUB	1	1.2 %
PARKS FULL	1	1.2 %
WEBSITE ONLINE REGISTRATION	1	1.2 %
Village Green always overrun with soccer kids	1	1.2 %
Village Green use only for soccer	1	1.2 %
Work out of the Village	1	1.2 %
WE HAVE A GYM IN OUR CONDO AND WE PLAY TENNIS	1	1.2 %
Insufficient space, coaches bully swimmers not in classes	1	1.2 %
LACK OF ACCESS TO WATER FOR KAYAKS AND PADDLES	1	1.2 %
I spend all leisure time outdoors and on the Key Biscayne Beach	1	1.2 %
Community center needs more thorough cleaning	1	1.2 %
Have facilities in my building	1	1.2 %
NEED MORE OPEN SPACE	1	1.2 %
PLEASE REPLACE TOYS IN THE TODDLER ROOM	1	1.2 %
MY HUSBAND'S HEALTH LIMITS OUR ACTIVITIES	1	1.2 %
BEING OUT OF TOWN	1	1.2 %
NEED MORE PARKS TO ENJOY	1	1.2 %
TOO CROWDED AT GYM/POOL	1	1.2 %
NO VOLLEYBALL FOR BOYS AND GYMNASTICS FOR BOYS	1	1.2 %
BUY ONE POWER PLATE MACHINE	1	1.2 %
NO MONEY FOR ANY FEES	1	1.2 %
NO TIME	1	1.2 %
FACILITIES ARE FULL	1	1.2 %
WE NEED REGULAR RECYCLING	1	1.2 %
We have one field and it is being used 100% by the soccer company that pays nothing to keep it	1	1.2 %
Not enough playing fields	1	1.2 %
Condo has facilities, no time	1	1.2 %
New equipment needed at the gym	1	1.2 %
Lack of activities at parks	1	1.2 %
I live in the OC and we have a lot of facilities	1	1.2 %
Pool and changing rooms are shameful	1	1.2 %
DOGS	1	1.2 %
Open gym at 5:30 everyday	1	1.2 %
Lack of equipment in the park for workout	1	1.2 %
Lack of parking	1	1.2 %
Lack of Gym space, lack of parking, poor quality of gym classes	1	1.2 %
LACK OF SPORT OPTION FOR TEENS	1	1.2 %
Bill Boggs and Crendon Golf course	1	1.2 %

Q8. Other

Q8. Other	Number	Percent
LACK OF SPACE FOR ADULTS OUTDOOR		
PASSIVE SPORTS	1	1.2 %
NOT ENOUGH POLICE	1	1.2 %
Busy, unavailable	1	1.2 %
OTHER INTERESTS	1	1.2 %
Soccer goal are always locked down	1	1.2 %
I am sick so I don't go out	1	1.2 %
Total	86	100.0 %

Q9. Information. Please CHECK ALL of the ways you currently get news and information about Village programs, services, and events.

Q9. What are the ways you currently get news & information about Village programs, services, & events

	Number	Percent
Village website	211	38.4 %
Local newspapers	300	54.6 %
Local television	20	3.6 %
Radio	4	0.7 %
Facebook	44	8.0 %
Nextdoor	27	4.9 %
Email updates/Village Connect	264	48.1 %
Friends, family, & neighbors	282	51.4 %
WhatsApp chats	75	13.7 %
Other	53	9.7 %
Total	1280	

Q9. Other

Q9. Other	Number	Percent
MAIL	4	7.5 %
Community center	3	5.7 %
Text message	3	5.7 %
Twitter	2	3.8 %
Brochures	2	3.8 %
Islander News	2	3.8 %
Instagram	2	3.8 %
CC Brochure	1	1.9 %
Flyers and magazine at the rec	1	1.9 %
Village alert	1	1.9 %
Community center circular	1	1.9 %
SIGNS AT CENTER	1	1.9 %
AVAILABLE LISTING MONTHLY SCHEDULE	1	1.9 %
Flyers	1	1.9 %
Info relayed by Condominium	1	1.9 %
FRONT DESK	1	1.9 %
Signs seen while at the community center	1	1.9 %
At community center	1	1.9 %
COMMUNITY CENTER INSERT	1	1.9 %
The Magazine	1	1.9 %
I go to the rec to get info	1	1.9 %
POSTED @ KBCC	1	1.9 %
TOTS	1	1.9 %
LAYERS	1	1.9 %
Visit the center	1	1.9 %
Active Islander Community Center brochure	1	1.9 %
ELEVATOR IN CC	1	1.9 %
Billboard ads	1	1.9 %
Emails from coaches	1	1.9 %
BULLETIN BOARD IN COMMUNITY CENTER		
ELEVATOR	1	1.9 %
CHAMBER OF COMMERCE	1	1.9 %
VILLAGE MAGAZINE	1	1.9 %
Schedule and newsletter	1	1.9 %
Flyers at community center	1	1.9 %
Info from center	1	1.9 %
TEXTS FROM VILLAGE	1	1.9 %
News in the elevator	1	1.9 %
Electric billboard at entrance of KB	1	1.9 %
Radio	1	1.9 %
SMS	1	1.9 %
Yellow monthly sheet of activities	1	1.9 %
Onsite	1	1.9 %
Total	53	100.0 %

Q10. From which THREE sources of information listed in Question 9 would you MOST PREFER to get information about Village programs, services, and events?

Q10. Top choice	Number	Percent
Village website	89	16.2 %
Local newspapers	79	14.4 %
Local television	1	0.2 %
Radio	2	0.4 %
Facebook	18	3.3 %
Nextdoor	2	0.4 %
Email updates/Village Connect	222	40.4 %
Friends, family, & neighbors	10	1.8 %
WhatsApp chats	23	4.2 %
Other	11	2.0 %
None chosen	92	16.8 %
Total	549	100.0 %

Q10. From which THREE sources of information listed in Question 9 would you MOST PREFER to get information about Village programs, services, and events?

Q10. 2nd choice	Number	Percent
Village website	67	12.2 %
Local newspapers	108	19.7 %
Local television	10	1.8 %
Facebook	20	3.6 %
Nextdoor	7	1.3 %
Email updates/Village Connect	77	14.0 %
Friends, family, & neighbors	31	5.6 %
WhatsApp chats	35	6.4 %
Other	9	1.6 %
None chosen	185	33.7 %
Total	549	100.0 %

Q10. From which THREE sources of information listed in Question 9 would you MOST PREFER to get information about Village programs, services, and events?

Q10. 3rd choice	Number	Percent
Village website	51	9.3 %
Local newspapers	39	7.1 %
Local television	10	1.8 %
Radio	6	1.1 %
Facebook	24	4.4 %
Nextdoor	10	1.8 %
Email updates/Village Connect	36	6.6 %
Friends, family, & neighbors	49	8.9 %
WhatsApp chats	24	4.4 %
Other	10	1.8 %
None chosen	290	52.8 %
Total	549	100.0 %

Q10. From which THREE sources of information listed in Question 9 would you MOST PREFER to get information about Village programs, services, and events? (top 3)

Q10. Sum of top 3 choices	Number	Percent
Village website	207	37.7 %
Local newspapers	226	41.2 %
Local television	21	3.8 %
Radio	8	1.5 %
Facebook	62	11.3 %
Nextdoor	19	3.5 %
Email updates/Village Connect	335	61.0 %
Friends, family, & neighbors	90	16.4 %
WhatsApp chats	82	14.9 %
Other	30	5.5 %
None chosen	92	16.8 %
Total	1172	

Q11. Library. How many visits have you made to the local Miami-Dade County library branch located in the Village of Key Biscayne during the past 12 months?

Q11. How many visits have you made to local
Miami-Dade County library branch located in Key
Biscayne during past 12 months

	Number	Percent
None	238	43.4 %
1-2	86	15.7 %
3-5	76	13.8 %
6-10	51	9.3 %
10+	87	15.8 %
Not provided	11	2.0 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"

Q11. Library. How many visits have you made to the local Miami-Dade County library branch located in the Village of Key Biscayne during the past 12 months? (without "not provided")

Q11. How many visits have you made to local
Miami-Dade County library branch located in Key
Biscayne during past 12 months

	Number	Percent
None	238	44.2 %
1-2	86	16.0 %
3-5	76	14.1 %
6-10	51	9.5 %
10+	87	16.2 %
Total	538	100.0 %

Q11a. Please rate your overall satisfaction with the Miami-Dade County library branch located in the Village of Key Biscayne.

Q11a. Your overall satisfaction with Miami-Dade County library branch	Number	Percent
Very satisfied	95	31.7 %
Satisfied	103	34.3 %
Neutral	58	19.3 %
Dissatisfied	26	8.7 %
Very dissatisfied	16	5.3 %
Not provided	2	0.7 %
Total	300	100.0 %

WITHOUT "NOT PROVIDED"

Q11a. Please rate your overall satisfaction with the Miami-Dade County library branch located in the Village of Key Biscayne. (without "not provided")

Q11a. Your overall satisfaction with Miami-Dade County library branch	Number	Percent
Very satisfied	95	31.9 %
Satisfied	103	34.6 %
Neutral	58	19.5 %
Dissatisfied	26	8.7 %
Very dissatisfied	16	5.4 %
Total	298	100.0 %

Q12. Police Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Village efforts to prevent crim	33.7%	28.8%	14.8%	5.1%	3.8%	13.8%
Q12-2. Enforcement of local traffic laws	17.7%	24.6%	13.3%	21.1%	16.8%	6.6%
Q12-3. Police response times to emergencies	34.8%	22.4%	9.5%	2.0%	1.5%	29.9%
Q12-4. Visibility of police in neighborhoods	24.8%	26.8%	20.6%	11.8%	8.2%	7.8%
Q12-5. Visibility of police in retail areas	16.9%	19.3%	30.6%	10.9%	9.3%	12.9%
Q12-6. Overall quality of local police protection	28.8%	35.2%	17.9%	6.2%	3.5%	8.6%
Q12-7. Professionalism of employees responding to emergencies	38.8%	22.6%	9.1%	1.6%	1.3%	26.6%

WITHOUT "DON'T KNOW"

Q12. Police Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Village efforts to prevent crim	39.1%	33.4%	17.1%	5.9%	4.4%
Q12-2. Enforcement of local traffic laws	18.9%	26.3%	14.2%	22.6%	17.9%
Q12-3. Police response times to emergencies	49.6%	31.9%	13.5%	2.9%	2.1%
Q12-4. Visibility of police in neighborhoods	26.9%	29.1%	22.3%	12.8%	8.9%
Q12-5. Visibility of police in retail areas	19.5%	22.2%	35.1%	12.6%	10.7%
Q12-6. Overall quality of local police protection	31.5%	38.4%	19.5%	6.8%	3.8%
Q12-7. Professionalism of employees responding to emergencies	52.9%	30.8%	12.4%	2.2%	1.7%

Q13. Fire Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Overall quality of local fire rescue protection	50.3%	22.6%	3.3%	0.2%	0.2%	23.5%
Q13-2. Professionalism of employees responding to emergencies	51.4%	16.8%	3.1%	0.2%	0.0%	28.6%
Q13-3. How quickly fire rescue responds to 911 emergencies	44.1%	17.3%	3.3%	1.1%	0.2%	34.1%
Q13-4. Quality of Emergency Medical Services (EMS)	43.4%	15.5%	4.2%	0.5%	0.2%	36.2%

WITHOUT "DON'T KNOW"

Q13. Fire Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Overall quality of local fire rescue protection	65.7%	29.5%	4.3%	0.2%	0.2%
Q13-2. Professionalism of employees responding to emergencies	71.9%	23.5%	4.3%	0.3%	0.0%
Q13-3. How quickly fire rescue responds to 911 emergencies	66.9%	26.2%	5.0%	1.7%	0.3%
Q13-4. Quality of Emergency Medical Services (EMS)	68.0%	24.3%	6.6%	0.9%	0.3%

Q14. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services provided by the Village of Key Biscayne.

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Overall quality of fire rescue services	47.7%	23.7%	4.6%	0.4%	0.2%	23.5%
Q14-2. Overall quality of police services	31.0%	31.9%	14.6%	6.2%	4.7%	11.7%
Q14-3. Overall quality of zoning	11.8%	18.9%	24.6%	12.4%	7.1%	25.1%
Q14-4. Overall quality of code enforcement	12.2%	17.3%	24.4%	13.7%	7.7%	24.8%
Q14-5. Overall quality of beach maintenance	9.8%	31.3%	23.5%	19.9%	8.4%	7.1%
Q14-6. Overall quality of streets	20.6%	41.0%	18.2%	10.2%	3.6%	6.4%
Q14-7. Overall quality of Community Center	21.1%	41.3%	19.7%	4.7%	1.1%	12.0%
Q14-8. Overall quality of sports fields	19.1%	33.3%	19.3%	4.6%	1.8%	21.9%
Q14-9. Overall quality of special events	13.3%	32.4%	23.5%	6.0%	1.3%	23.5%
Q14-10. Overall traffic conditions within the community	6.2%	18.6%	20.4%	29.3%	21.3%	4.2%
Q14-11. Overall quality of traffic enforcement	9.5%	18.8%	20.2%	23.9%	19.1%	8.6%
Q14-12. Adequacy of Village street lighting	14.2%	32.2%	22.4%	15.7%	10.6%	4.9%
Q14-13. Overall quality of sidewalks	18.4%	39.0%	19.9%	10.0%	6.4%	6.4%

Q14. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services provided by the Village of Key Biscayne.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-14. Quality & access to public education	19.3%	23.3%	19.3%	4.9%	4.0%	29.1%
Q14-15. Communication by Village officials to residents	14.6%	27.7%	29.5%	9.7%	6.4%	12.2%

WITHOUT "DON'T KNOW"

Q14. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the following services provided by the Village of Key Biscayne. (without "don't know")

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Overall quality of fire rescue services	62.4%	31.0%	6.0%	0.5%	0.2%
Q14-2. Overall quality of police services	35.1%	36.1%	16.5%	7.0%	5.4%
Q14-3. Overall quality of zoning	15.8%	25.3%	32.8%	16.5%	9.5%
Q14-4. Overall quality of code enforcement	16.2%	23.0%	32.4%	18.2%	10.2%
Q14-5. Overall quality of beach maintenance	10.6%	33.7%	25.3%	21.4%	9.0%
Q14-6. Overall quality of streets	22.0%	43.8%	19.5%	10.9%	3.9%
Q14-7. Overall quality of Community Center	24.0%	47.0%	22.4%	5.4%	1.2%
Q14-8. Overall quality of sports fields	24.5%	42.7%	24.7%	5.8%	2.3%
Q14-9. Overall quality of special events	17.4%	42.4%	30.7%	7.9%	1.7%
Q14-10. Overall traffic conditions within the community	6.5%	19.4%	21.3%	30.6%	22.2%
Q14-11. Overall quality of traffic enforcement	10.4%	20.5%	22.1%	26.1%	20.9%
Q14-12. Adequacy of Village street lighting	14.9%	33.9%	23.6%	16.5%	11.1%
Q14-13. Overall quality of sidewalks	19.6%	41.6%	21.2%	10.7%	6.8%
Q14-14. Quality & access to public education	27.2%	32.9%	27.2%	6.9%	5.7%
Q14-15. Communication by Village officials to residents	16.6%	31.5%	33.6%	11.0%	7.3%

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q15. Top choice	Number	Percent
Overall quality of fire rescue services	26	4.7 %
Overall quality of police services	57	10.4 %
Overall quality of zoning	16	2.9 %
Overall quality of code enforcement	18	3.3 %
Overall quality of beach maintenance	58	10.6 %
Overall quality of streets	7	1.3 %
Overall quality of Community Center	12	2.2 %
Overall quality of sports fields	16	2.9 %
Overall quality of special events	3	0.5 %
Overall traffic conditions within the community	96	17.5 %
Overall quality of traffic enforcement	83	15.1 %
Adequacy of Village street lighting	23	4.2 %
Overall quality of sidewalks	6	1.1 %
Quality & access to public education	34	6.2 %
Communication by Village officials to residents	21	3.8 %
None chosen	73	13.3 %
Total	549	100.0 %

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q15. 2nd choice	Number	Percent
Overall quality of fire rescue services	12	2.2 %
Overall quality of police services	44	8.0 %
Overall quality of zoning	19	3.5 %
Overall quality of code enforcement	23	4.2 %
Overall quality of beach maintenance	58	10.6 %
Overall quality of streets	15	2.7 %
Overall quality of Community Center	19	3.5 %
Overall quality of sports fields	13	2.4 %
Overall quality of special events	10	1.8 %
Overall traffic conditions within the community	73	13.3 %
Overall quality of traffic enforcement	66	12.0 %
Adequacy of Village street lighting	29	5.3 %
Overall quality of sidewalks	22	4.0 %
Quality & access to public education	16	2.9 %
Communication by Village officials to residents	16	2.9 %
None chosen	114	20.8 %
Total	549	100.0 %

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q15. 3rd choice	Number	Percent
Overall quality of fire rescue services	6	1.1 %
Overall quality of police services	29	5.3 %
Overall quality of zoning	18	3.3 %
Overall quality of code enforcement	14	2.6 %
Overall quality of beach maintenance	57	10.4 %
Overall quality of streets	22	4.0 %
Overall quality of Community Center	19	3.5 %
Overall quality of sports fields	12	2.2 %
Overall quality of special events	7	1.3 %
Overall traffic conditions within the community	51	9.3 %
Overall quality of traffic enforcement	39	7.1 %
Adequacy of Village street lighting	34	6.2 %
Overall quality of sidewalks	24	4.4 %
Quality & access to public education	24	4.4 %
Communication by Village officials to residents	29	5.3 %
None chosen	164	29.9 %
Total	549	100.0 %

Q15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Overall quality of fire rescue services	44	8.0 %
Overall quality of police services	130	23.7 %
Overall quality of zoning	53	9.7 %
Overall quality of code enforcement	55	10.0 %
Overall quality of beach maintenance	173	31.5 %
Overall quality of streets	44	8.0 %
Overall quality of Community Center	50	9.1 %
Overall quality of sports fields	41	7.5 %
Overall quality of special events	20	3.6 %
Overall traffic conditions within the community	220	40.1 %
Overall quality of traffic enforcement	188	34.2 %
Adequacy of Village street lighting	86	15.7 %
Overall quality of sidewalks	52	9.5 %
Quality & access to public education	74	13.5 %
Communication by Village officials to residents	66	12.0 %
None chosen	73	13.3 %
Total	1369	

Q16. Communication. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Availability of information about Village services & activities	13.7%	35.9%	26.2%	9.7%	3.1%	11.5%
Q16-2. Level of public involvement in local decision making	5.3%	24.6%	30.8%	13.5%	6.0%	19.9%
Q16-3. Quality of Village's website	6.4%	25.9%	31.9%	8.0%	2.4%	25.5%
Q16-4. Efforts by Village to keep you informed about local issues	12.6%	31.9%	25.7%	14.4%	4.6%	10.9%
Q16-5. Quality of Village's social media outlets	6.0%	19.9%	28.1%	10.7%	3.3%	32.1%
Q16-6. Timeliness of information provided by Village	10.4%	29.1%	29.1%	9.1%	3.5%	18.8%

WITHOUT "DON'T KNOW"

Q16. Communication. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=549)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Availability of information about Village services & activities	15.4%	40.5%	29.6%	10.9%	3.5%
Q16-2. Level of public involvement in local decision making	6.6%	30.7%	38.4%	16.8%	7.5%
Q16-3. Quality of Village's website	8.6%	34.7%	42.8%	10.8%	3.2%
Q16-4. Efforts by Village to keep you informed about local issues	14.1%	35.8%	28.8%	16.2%	5.1%
Q16-5. Quality of Village's social media outlets	8.8%	29.2%	41.3%	15.8%	4.8%
Q16-6. Timeliness of information provided by Village	12.8%	35.9%	35.9%	11.2%	4.3%

Q17. Perception of the Village. Please rate the Village of Key Biscayne with regard to the following using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=549)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q17-1. As a place to live	67.4%	28.2%	1.3%	0.4%	0.0%	2.7%
Q17-2. As a place to raise children	66.3%	21.5%	3.3%	1.1%	0.4%	7.5%
Q17-3. As a place to educate children	42.1%	28.6%	11.5%	4.9%	2.0%	10.9%
Q17-4. As a place to work	22.0%	17.5%	25.1%	6.6%	4.2%	24.6%
Q17-5. As a place for play & leisure	55.9%	31.3%	6.9%	0.7%	0.9%	4.2%
Q17-6. As a place to visit	55.6%	27.5%	6.7%	2.2%	0.7%	7.3%
Q17-7. As a place to retire	57.2%	22.8%	8.7%	2.6%	1.8%	6.9%
Q17-8. As a place to seasonally reside	53.4%	20.0%	7.8%	1.1%	0.0%	17.7%
Q17-9. Overall quality of life	59.6%	32.4%	3.8%	0.7%	0.0%	3.5%
Q17-10. Overall sense of community	39.9%	32.6%	14.8%	6.7%	2.0%	4.0%
Q17-11. Overall image of Village	46.1%	37.3%	8.7%	2.6%	0.9%	4.4%
Q17-12. As a Village moving in right direction	27.9%	31.0%	24.0%	7.5%	3.8%	5.8%
Q17-13. As a Village committed to green & sustainable practices	20.6%	26.8%	23.3%	14.6%	5.3%	9.5%
Q17-14. Emergency preparedness	36.8%	32.1%	16.6%	2.9%	2.0%	9.7%
Q17-15. How well Village is planning for the future	14.8%	25.9%	25.7%	8.9%	4.7%	20.0%

WITHOUT "DON'T KNOW"

Q17. Perception of the Village. Please rate the Village of Key Biscayne with regard to the following using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=549)

	Excellent	Good	Neutral	Below average	Poor
Q17-1. As a place to live	69.3%	29.0%	1.3%	0.4%	0.0%
Q17-2. As a place to raise children	71.7%	23.2%	3.5%	1.2%	0.4%
Q17-3. As a place to educate children	47.2%	32.1%	12.9%	5.5%	2.2%
Q17-4. As a place to work	29.2%	23.2%	33.3%	8.7%	5.6%
Q17-5. As a place for play & leisure	58.4%	32.7%	7.2%	0.8%	1.0%
Q17-6. As a place to visit	59.9%	29.7%	7.3%	2.4%	0.8%
Q17-7. As a place to retire	61.4%	24.5%	9.4%	2.7%	2.0%
Q17-8. As a place to seasonally reside	64.8%	24.3%	9.5%	1.3%	0.0%
Q17-9. Overall quality of life	61.7%	33.6%	4.0%	0.8%	0.0%
Q17-10. Overall sense of community	41.6%	34.0%	15.4%	7.0%	2.1%
Q17-11. Overall image of Village	48.2%	39.0%	9.1%	2.7%	1.0%
Q17-12. As a Village moving in right direction	29.6%	32.9%	25.5%	7.9%	4.1%
Q17-13. As a Village committed to green & sustainable practices	22.7%	29.6%	25.8%	16.1%	5.8%
Q17-14. Emergency preparedness	40.7%	35.5%	18.3%	3.2%	2.2%
Q17-15. How well Village is planning for the future	18.5%	32.3%	32.1%	11.2%	5.9%

Q18. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=549)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q18-1. My household is prepared with food, water & other supplies for an emergency such as a hurricane	36.4%	40.8%	12.9%	5.8%	0.5%	3.5%
Q18-2. I know where to get information during an emergency	41.2%	38.3%	9.5%	6.4%	0.4%	4.4%

WITHOUT "DON'T KNOW"

Q18. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=549)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q18-1. My household is prepared with food, water & other supplies for an emergency such as a hurricane	37.7%	42.3%	13.4%	6.0%	0.6%
Q18-2. I know where to get information during an emergency	43.0%	40.0%	9.9%	6.7%	0.4%

Q19. Do you think the level of code enforcement and ordinance established by the Village of Key Biscayne in your neighborhood is...

Q19. What is level of code enforcement & ordinance in your neighborhood	Number	Percent
Too much/too restrictive	95	17.3 %
About right	263	47.9 %
Too little/not restrictive enough	100	18.2 %
Don't know	91	16.6 %
Total	549	100.0 %

WITHOUT "DON'T KNOW"

Q19. Do you think the level of code enforcement and ordinance established by the Village of Key Biscayne in your neighborhood is... (without "don't know")

Q19. What is level of code enforcement & ordinance in your neighborhood	Number	Percent
Too much/too restrictive	95	20.7 %
About right	263	57.4 %
Too little/not restrictive enough	100	21.8 %
Total	458	100.0 %

Q20. Village Priorities. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," please indicate how high of a priority should be placed on each of the following items.

(N=549)

	Very high priority	High priority	Medium priority	Low priority	Very low priority	Don't know
Q20-1. Beach re-nourishment	44.8%	27.9%	15.7%	3.3%	1.1%	7.3%
Q20-2. Stormwater improvements	49.9%	31.7%	9.3%	0.4%	1.1%	7.7%
Q20-3. Burying of power lines	50.6%	22.0%	12.2%	3.6%	3.8%	7.7%
Q20-4. Installation of smart traffic signalization to improve traffic flow	54.6%	19.5%	13.7%	4.7%	2.2%	5.3%
Q20-5. Sea level rise mitigation	50.1%	22.6%	13.8%	2.6%	3.6%	7.3%
Q20-6. Parking in Village	30.8%	23.0%	20.0%	13.7%	6.7%	5.8%

WITHOUT "DON'T KNOW"

Q20. Village Priorities. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority," please indicate how high of a priority should be placed on each of the following items. (without "don't know")

(N=549)

	Very high priority	High priority	Medium priority	Low priority	Very low priority
Q20-1. Beach re-nourishment	48.3%	30.1%	16.9%	3.5%	1.2%
Q20-2. Stormwater improvements	54.0%	34.3%	10.1%	0.4%	1.2%
Q20-3. Burying of power lines	54.8%	23.9%	13.2%	3.9%	4.1%
Q20-4. Installation of smart traffic signalization to improve traffic flow	57.7%	20.6%	14.4%	5.0%	2.3%
Q20-5. Sea level rise mitigation	54.0%	24.4%	14.9%	2.8%	3.9%
Q20-6. Parking in Village	32.7%	24.4%	21.3%	14.5%	7.2%

Q21. Which THREE of the items listed in Question 20 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q21. Top choice	Number	Percent
Beach re-nourishment	88	16.0 %
Stormwater improvements	87	15.8 %
Burying of power lines	104	18.9 %
Installation of smart traffic signalization to improve traffic flow	93	16.9 %
Sea level rise mitigation	88	16.0 %
Parking in Village	38	6.9 %
None chosen	51	9.3 %
Total	549	100.0 %

Q21. Which THREE of the items listed in Question 20 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q21. 2nd choice	Number	Percent
Beach re-nourishment	60	10.9 %
Stormwater improvements	104	18.9 %
Burying of power lines	91	16.6 %
Installation of smart traffic signalization to improve traffic flow	85	15.5 %
Sea level rise mitigation	95	17.3 %
Parking in Village	51	9.3 %
None chosen	63	11.5 %
Total	549	100.0 %

Q21. Which THREE of the items listed in Question 20 should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q21. 3rd choice	Number	Percent
Beach re-nourishment	73	13.3 %
Stormwater improvements	101	18.4 %
Burying of power lines	58	10.6 %
Installation of smart traffic signalization to improve traffic flow	75	13.7 %
Sea level rise mitigation	91	16.6 %
Parking in Village	59	10.7 %
None chosen	92	16.8 %
Total	549	100.0 %

Q21. Which THREE of the items listed in Question 20 should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q21. Sum of top 3 choices	Number	Percent
Beach re-nourishment	221	40.3 %
Stormwater improvements	292	53.2 %
Burying of power lines	253	46.1 %
Installation of smart traffic signalization to improve traffic flow	253	46.1 %
Sea level rise mitigation	274	49.9 %
Parking in Village	148	27.0 %
None chosen	51	9.3 %
Total	1492	

Q22. Transportation. The Village of Key Biscayne has developed several mobility initiatives to further improve traffic congestion and management in the Village. Using a scale of 1 to 4, 4 means "Very Important" and 1 means "Not Important," please indicate how important it is that the Village allocate funds to the following infrastructure improvements.

(N=549)

	Very important	Somewhat important	Neutral	Not important	Don't know
Q22-1. Pedestrian safety (e.g. Safe Routes to School, crosswalk flashing lights)	71.9%	13.1%	6.9%	3.3%	4.7%
Q22-2. Bicycle safety (e.g. extended/expanded green paint for safety)	60.1%	18.0%	12.0%	4.7%	5.1%
Q22-3. Traffic calming efforts	54.5%	26.6%	8.2%	4.2%	6.6%
Q22-4. Expanded public transportation options	44.1%	27.7%	15.7%	5.6%	6.9%
Q22-5. Separating bike lanes from traffic with a barrier	46.3%	14.9%	15.5%	17.1%	6.2%
Q22-6. Other	91.4%	4.3%	4.3%	0.0%	0.0%

WITHOUT "DON'T KNOW"

Q22. Transportation. The Village of Key Biscayne has developed several mobility initiatives to further improve traffic congestion and management in the Village. Using a scale of 1 to 4, 4 means "Very Important" and 1 means "Not Important," please indicate how important it is that the Village allocate funds to the following infrastructure improvements. (without "don't know")

(N=549)

	Very important	Somewhat important	Neutral	Not important
Q22-1. Pedestrian safety (e.g. Safe Routes to School, crosswalk flashing lights)	75.5%	13.8%	7.3%	3.4%
Q22-2. Bicycle safety (e.g. extended/expanded green paint for safety)	63.3%	19.0%	12.7%	5.0%
Q22-3. Traffic calming efforts	58.3%	28.5%	8.8%	4.5%
Q22-4. Expanded public transportation options	47.4%	29.7%	16.8%	6.1%
Q22-5. Separating bike lanes from traffic with a barrier	49.3%	15.9%	16.5%	18.3%
Q22-6. Other	91.4%	4.3%	4.3%	0.0%

Q22-6. Other

Q22-6. Other	Number	Percent
ENFORCING TRAFFIC LAWS	2	2.9 %
STREET LIGHTING	2	2.9 %
Enough money has been spent on these already	1	1.4 %
The blinking lights unfortunately do not work as expected	1	1.4 %
Developing a completely separate bike lane away from traffic	1	1.4 %
Building more court and field space	1	1.4 %
Very important Bicycle Safety	1	1.4 %
Change cross walks from flashing yellow	1	1.4 %
NOT ALLOW BIKES ON TRAFFIC LANE ALONG CRANDON	1	1.4 %
STOPPING UNDERAGED DRIVERS ON GOLF CARTS	1	1.4 %
Be more strict about teens driving gulf cars at high speeds	1	1.4 %
Parking	1	1.4 %
MORE CONTROL OVER BIKES AND CARS	1	1.4 %
ENFORCING GOLF CART REGULATIONS	1	1.4 %
Encourage biking and walking	1	1.4 %
More police on the streets	1	1.4 %
CLEAN UP THE DOG POOP	1	1.4 %
Improving Freebee response	1	1.4 %
Enforcement of traffic law for cyclists	1	1.4 %
PARKING SPACES	1	1.4 %
PEDESTRIAN RULES ENFORCED	1	1.4 %
TICKET THOSE THAT DON'T STOP AT FLASHING LIGHTS	1	1.4 %
WEEKEND TRAFFIC	1	1.4 %
The streets leading to KBCS are not adequately adapted for kids walking and biking to school	1	1.4 %
FREEBEE/ELECTRIC CARTS	1	1.4 %
ST AGNES TRAFFIC	1	1.4 %
Beach safety for swimmers	1	1.4 %
Soccer field should be used for other sports	1	1.4 %
Use red (not yellow) lights at pedestrian crossings	1	1.4 %
Traffic safety	1	1.4 %
Ticketing bikers	1	1.4 %
LIGHTS AT NIGHT ON STREETS	1	1.4 %
Forcing bikers to stop at red lights	1	1.4 %
MORE LIGHTS AT CROSSWALKS ON CRANDON	1	1.4 %
Free trolley	1	1.4 %
Make bikers obey law or fine	1	1.4 %
MORE FREEBEES	1	1.4 %
ENFORCEMENT OF EXISTING LAWS	1	1.4 %
GET RID OF THE PAVERS	1	1.4 %

Q22-6. Other

Q22-6. Other	Number	Percent
FLASHING LIGHTS NEED TO BE RED, NOT YELLOW	1	1.4 %
ENFORCEMENT AT STOPS	1	1.4 %
IMPROVE BUILDING, TOO OLD LOOKING	1	1.4 %
GOLF CART SAFETY, USE, LIMITATIONS	1	1.4 %
STREET CURVES	1	1.4 %
CROSSWALKS ON CRANDON	1	1.4 %
GOLF CARTS UNSAFE FROM CARS	1	1.4 %
Smart stop lights	1	1.4 %
Golf cart traffic enforcement	1	1.4 %
Cars stop behind the sidewalk path/bike lanes	1	1.4 %
Smart traffic lights	1	1.4 %
Protecting pedestrians from bicyclists using sidewalks	1	1.4 %
Plant more trees	1	1.4 %
Reduce congestion	1	1.4 %
Texting and driving	1	1.4 %
police presence/drug & alcohol use prevention	1	1.4 %
LIGHTING OF CROSSWALKS	1	1.4 %
Police enforcement of pedestrian laws/cross walks	1	1.4 %
Reduce speed limit on Harbor Dr	1	1.4 %
Reduce traffic	1	1.4 %
Enforce traffic laws for bicyclist	1	1.4 %
App for reporting things in need of repair	1	1.4 %
More golf cart use/parking	1	1.4 %
Police should issue moving violation tickets to cyclists	1	1.4 %
Encourage biking/walking there will never be enough parking	1	1.4 %
CODE FOR GOLF CARTS AS REGULAR VEHICLES	1	1.4 %
Install more speed bumps	1	1.4 %
MORE TICKETS FOR NOT RESPECTING RULES:		
SPEED, ILLEGAL PARKING, ETC	1	1.4 %
<u>Bikers obeying the law of the road</u>	1	1.4 %
Total	70	100.0 %

Q23. Have you used Freebee, the free and electric ride sharing service in the Village of Key Biscayne?

Q23. Have you used Freebee	Number	Percent
Yes	225	41.0 %
No, but I'm aware of the service	297	54.1 %
No, and I'm unaware of the service	20	3.6 %
Not provided	7	1.3 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q23. Have you used Freebee, the free and electric ride sharing service in the Village of Key Biscayne?
(without "not provided")**

Q23. Have you used Freebee	Number	Percent
Yes	225	41.5 %
No, but I'm aware of the service	297	54.8 %
No, and I'm unaware of the service	20	3.7 %
Total	542	100.0 %

Q23a. How many times have you used Freebee during the past year?

Q23a. How many times have you used Freebee
during past year

	Number	Percent
1	35	15.6 %
2-3	61	27.1 %
3+	120	53.3 %
None	6	2.7 %
Not provided	3	1.3 %
Total	225	100.0 %

WITHOUT "NOT PROVIDED"**Q23a. How many times have you used Freebee during the past year? (without "not provided")**

Q23a. How many times have you used Freebee
during past year

	Number	Percent
1	35	15.8 %
2-3	61	27.5 %
3+	120	54.1 %
None	6	2.7 %
Total	222	100.0 %

Q23b. For what types of trips have you used or would you use Freebee?

Q23b. For what types of trips have you used or
would you use Freebee

	Number	Percent
Making trips you would otherwise make using your personal vehicle	277	53.1 %
Avoiding traffic congestion in Village	107	20.5 %
Avoiding parking congestion in Village	198	37.9 %
Total	582	

Q24. Have you used LimeBike, the bicycle-sharing system in the Village of Key Biscayne?

Q24. Have you used LimeBike	Number	Percent
Yes	166	30.2 %
No, but I'm aware of the service	354	64.5 %
No, and I'm unaware of the service	15	2.7 %
Not provided	14	2.6 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q24. Have you used LimeBike, the bicycle-sharing system in the Village of Key Biscayne? (without "not provided")**

Q24. Have you used LimeBike	Number	Percent
Yes	166	31.0 %
No, but I'm aware of the service	354	66.2 %
No, and I'm unaware of the service	15	2.8 %
Total	535	100.0 %

Q24a. How many times have you used LimeBike during the past year?

Q24a. How many times have you used LimeBike during past year	Number	Percent
1	26	15.7 %
2-3	55	33.1 %
3+	83	50.0 %
None	1	0.6 %
Not provided	1	0.6 %
Total	166	100.0 %

WITHOUT "NOT PROVIDED"**Q24a. How many times have you used LimeBike during the past year? (without "not provided")**

Q24a. How many times have you used LimeBike during past year	Number	Percent
1	26	15.8 %
2-3	55	33.3 %
3+	83	50.3 %
None	1	0.6 %
Total	165	100.0 %

Q24b. For what types of trips have you used or would you use LimeBike?

Q24b. For what types of trips have you used or would you use LimeBike	Number	Percent
Leisure/riding for fun	191	36.7 %
Making trips you would otherwise make using your personal vehicle	126	24.2 %
Avoiding traffic & parking congestion in Village	109	21.0 %
Total	426	

Q25. The Village of Key Biscayne is exploring a plan for a self-driving vehicle service with fixed routes. Would you be interested in using a paid autonomous vehicle service in the Village to make trips that you would normally use a personal vehicle for?

Q25. Would you be interested in using a paid autonomous vehicle service	Number	Percent
Yes	164	29.9 %
No	232	42.3 %
Not sure	138	25.1 %
Not provided	15	2.7 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q25. The Village of Key Biscayne is exploring a plan for a self-driving vehicle service with fixed routes. Would you be interested in using a paid autonomous vehicle service in the Village to make trips that you would normally use a personal vehicle for? (without "not provided")**

Q25. Would you be interested in using a paid autonomous vehicle service	Number	Percent
Yes	164	30.7 %
No	232	43.4 %
Not sure	138	25.8 %
Total	534	100.0 %

Q25a. For what type of trips would you use a self-driving vehicle service?

Q25a. For what type of trips would you use a self-driving vehicle service	Number	Percent
Shopping	7	5.1 %
Groceries	4	2.9 %
Everything	4	2.9 %
Errands	3	2.2 %
Avoid traffic	2	1.5 %
Grocery and community center	2	1.5 %
Moving around, restaurant, REC, friend's house	1	0.7 %
Trips I would otherwise use my vehicle	1	0.7 %
Market, shopping, beach going, rec going, visiting friends	1	0.7 %
Supermarket trips, bank, restaurants	1	0.7 %
Trip to supermarket, beach, Community Center, etc.	1	0.7 %
Places	1	0.7 %
For my children independent to go places on the island	1	0.7 %
Post office	1	0.7 %
For shopping centers	1	0.7 %
STORE	1	0.7 %
OFFICE, COMMUNITY CENTER, MARKET ON WYNN DR	1	0.7 %
To post office or shopping centers	1	0.7 %
Taking kids to and from activities	1	0.7 %
Kids play dates and sports activities	1	0.7 %
Routine chores	1	0.7 %
GROCERY STORE, VILLAGE HALL BUSINESS, CRANDON PARK STATE PARK	1	0.7 %
To and from common areas, community center, Village Green	1	0.7 %
LOCAL TRIPS TP GROCERY STORES, CHURCH, PHARMACY	1	0.7 %
RESTAURANTS, HAIR SALON, MARKET, BEACH	1	0.7 %
PERSONAL ERRANDS	1	0.7 %
Grocery store, pharmacy, bank, restaurants	1	0.7 %
TO THE SHOPPING CENTERS	1	0.7 %
WINN DIXIE, CVS, SHOPPING CENTERS	1	0.7 %
BANK, SHOPPING, RESTAURANT	1	0.7 %
TRANSPORTATION WITHIN TOWN FOR SHOPPING & AFTERNOON CLASSES	1	0.7 %
GROCERIES, PHARMACY, SHOPS	1	0.7 %
GROCERY/DINNER	1	0.7 %
ERRANDS WHERE I HAVE TO CARRY SOMETHING BACK	1	0.7 %
TRIPS TO THE ISLAND AND TO DOWNTOWN	1	0.7 %
TRIPS TO PHARMACY, POST OFFICE, SUPERMARKET, ETC.	1	0.7 %
MY CHILDREN GOING PLACES WITHIN THE ISLAND	1	0.7 %

Q25a. For what type of trips would you use a self-driving vehicle service?

Q25a. For what type of trips would you use a self-driving vehicle service

	Number	Percent
Park, groceries, friend visits, restaurants	1	0.7 %
Take kids to school, Winn-Dixie, etc.	1	0.7 %
FOR TRIPS OUTSIDE VRB	1	0.7 %
VISIT RESTAURANTS/RITZ	1	0.7 %
Going to grocery store, school	1	0.7 %
VARIOUS SHOPPING	1	0.7 %
Visiting friends	1	0.7 %
GO TO STORE OR CHURCH	1	0.7 %
Shopping in Key Biscayne, go to beach, community center	1	0.7 %
To go to the community center, Saint Agnes Church and the supermarket	1	0.7 %
Market, community center, dining	1	0.7 %
MAKING TRIPS I WOULD OTHERWISE MAKE USING MY PERSONAL VEHICLE	1	0.7 %
ERRANDS MOSTLY	1	0.7 %
CHURCH/EVENTS/SHOPPING/DINING	1	0.7 %
SERVICE TO BRICKELL	1	0.7 %
Y CLUB, BEACH, STORE	1	0.7 %
WINN DIXIE, EATING OUT AT LOCAL RESTAURANTS, SCHOOL, ETC	1	0.7 %
Take my mom and kid around the inland without me	1	0.7 %
To go to my office	1	0.7 %
ERRANDS, VISITING	1	0.7 %
Most all trips	1	0.7 %
Local errands	1	0.7 %
Trips with personal vehicle	1	0.7 %
Dinner	1	0.7 %
ESPECIALLY TRIPS TO THE DOG PARK	1	0.7 %
Avoid using private vehicles for errands	1	0.7 %
SUPER MARKET AND DRUG STORE	1	0.7 %
School and shopping (instead of my car)	1	0.7 %
Shopping and commuting to work	1	0.7 %
VILLAGE GREEN, SCHOOL, COMMUNITY CENTER	1	0.7 %
When I cannot drive my kids somewhere	1	0.7 %
To CVS, Winn-Dixie and Ace	1	0.7 %
Super market, church, restaurants	1	0.7 %
GETTING AROUND TO STORES & COMMUNITY CENTER	1	0.7 %
Going to the malls	1	0.7 %
TO VILLAGE CENTER	1	0.7 %
VILLAGE	1	0.7 %
FOR MY TEENAGE CHILDREN GOING TO PLACES IN THE KEY	1	0.7 %

Q25a. For what type of trips would you use a self-driving vehicle service?

Q25a. For what type of trips would you use a self-

driving vehicle service

	Number	Percent
GO TO THE SUPERMARKET OR OTHER		
ERRANDS	1	0.7 %
SHOPPING, CVS, BANK	1	0.7 %
TRIPS THAT I WOULD OTHERWISE USE MY		
CAR FOR	1	0.7 %
GROCERY STORE, CVS, ERRANDS	1	0.7 %
ALL TYPES OF LOCAL (DESTINATIONS) AND		
ERRANDS	1	0.7 %
LEISURE/LUNCH AND DINNER	1	0.7 %
TO GO TO THE COMMUNITY CENTER	1	0.7 %
CAUSEWAY-METRORAIL STATION VIZCAYA		
OR BRICKELL	1	0.7 %
GETTING AROUND IN THE VILLAGE	1	0.7 %
HOME TO OFFICE	1	0.7 %
ERRANDS, DINNER, ETC	1	0.7 %
LOCAL TRIPS	1	0.7 %
To go to the park, community center or restaurants	1	0.7 %
Pick up kids at rec/ parks	1	0.7 %
Many types	1	0.7 %
Shops	1	0.7 %
Restaurants/shopping	1	0.7 %
FOR TEENAGE KIDS	1	0.7 %
SHOP/RESTAURANTS	1	0.7 %
Avoid using personal vehicle and avoid traffic	1	0.7 %
ERRANDS AND VISITING FRIENDS	1	0.7 %
For most all my trips in the island	1	0.7 %
Beach, Village green, Winn Dixie	1	0.7 %
GOING TO WORK	1	0.7 %
VISIT LOCAL BUSINESSES	1	0.7 %
Park w/kids, mainly to avoid parking due to lack of it	1	0.7 %
Winn Dixie, post office, CVS, shopping center	1	0.7 %
Out to eat, socialize, shopping	1	0.7 %
GROCERY STORE/CHURCH/KBYC	1	0.7 %
MAKE TRIPS	1	0.7 %
Winn Dixie, CVS, Dinner in the village	1	0.7 %
Shopping, running errands	1	0.7 %
AIRPORT	1	0.7 %
Pharmacy, supermarket, restaurant	1	0.7 %
Kids' activities	1	0.7 %
Pharmacy, supermarket, visiting friends, going out etc	1	0.7 %
TAKE MY KIDS TO SCHOOL, ERRANDS		
AROUND THE KEY	1	0.7 %
Rec center and shopping	1	0.7 %
To avoid parking congestion	1	0.7 %

Q25a. For what type of trips would you use a self-driving vehicle service?

Q25a. For what type of trips would you use a self-driving vehicle service

	Number	Percent
TO GO TO THE BEACH, STATE PARK, TO DINE OUT	1	0.7 %
Grocery, cvs, post office	1	0.7 %
NOT SURE	1	0.7 %
AVOIDING CONGESTION	1	0.7 %
I'D GO BACK AND FORTH TO THE KBCC LIBRARY, POST OFFICE, SHOPPING	1	0.7 %
SHOPPING, MARKET	1	0.7 %
THE SUPERMARKET	1	0.7 %
Total	137	100.0 %

Q26. Including yourself, how many people in your household are...

	Mean	Sum
Under age 5	0.1	69
Ages 5-9	0.2	109
Ages 10-14	0.3	178
Ages 15-19	0.2	125
Ages 20-24	0.2	103
Ages 25-34	0.2	101
Ages 35-44	0.3	162
Ages 45-54	0.5	291
Ages 55-64	0.4	217
Ages 65-74	0.3	172
Ages 75+	0.3	139

Q27. What is your age?

Q27. Your age	Number	Percent
18-34	62	11.3 %
35-44	92	16.8 %
45-54	143	26.0 %
55-64	94	17.1 %
65+	155	28.2 %
Not provided	3	0.5 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your age? (without "not provided")**

Q27. Your age	Number	Percent
18-34	62	11.4 %
35-44	92	16.8 %
45-54	143	26.2 %
55-64	94	17.2 %
65+	155	28.4 %
Total	546	100.0 %

Q28. How many years have you lived in the Village of Key Biscayne?

Q28. How many years have you lived in Village of

Key Biscayne	Number	Percent
0-5	85	15.5 %
6-10	75	13.7 %
11-15	80	14.6 %
16-20	88	16.0 %
21-30	101	18.4 %
31+	117	21.3 %
Not provided	3	0.5 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q28. How many years have you lived in the Village of Key Biscayne? (without "not provided")**

Q28. How many years have you lived in Village of

Key Biscayne	Number	Percent
0-5	85	15.6 %
6-10	75	13.7 %
11-15	80	14.7 %
16-20	88	16.1 %
21-30	101	18.5 %
31+	117	21.4 %
Total	546	100.0 %

Q29. How many months per year do you live in the Village of Key Biscayne?

Q29. How many months per year do you live in

Village of Key Biscayne	Number	Percent
1	1	0.2 %
2	5	0.9 %
3	2	0.4 %
4	5	0.9 %
6	10	1.8 %
7	4	0.7 %
8	11	2.0 %
9	15	2.7 %
10	24	4.4 %
11	24	4.4 %
12	429	78.1 %
Not provided	19	3.5 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q29. How many months per year do you live in the Village of Key Biscayne? (without "not provided")**

Q29. How many months per year do you live in

Village of Key Biscayne	Number	Percent
1	1	0.2 %
2	5	0.9 %
3	2	0.4 %
4	5	0.9 %
6	10	1.9 %
7	4	0.8 %
8	11	2.1 %
9	15	2.8 %
10	24	4.5 %
11	24	4.5 %
12	429	80.9 %
Total	530	100.0 %

Q30. Do you live in a single-family home or an apartment/condominium?

Q30. Do you live in a single-family home or an apartment/condominium	Number	Percent
Single-family residence	200	36.4 %
Multi-family housing, such as an apartment or condominium	343	62.5 %
Not provided	6	1.1 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q30. Do you live in a single-family home or an apartment/condominium? (without "not provided")**

Q30. Do you live in a single-family home or an apartment/condominium	Number	Percent
Single-family residence	200	36.8 %
Multi-family housing, such as an apartment or condominium	343	63.2 %
Total	543	100.0 %

Q31. Which of the following BEST describes your annual household income?

Q31. What is your annual household income	Number	Percent
Under \$25K	4	0.7 %
\$25K to \$49,999	14	2.6 %
\$50K to \$74,999	39	7.1 %
\$75K to \$124,999	81	14.8 %
\$125K to \$149,999	50	9.1 %
\$150K+	304	55.4 %
Not provided	57	10.4 %
Total	549	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Which of the following BEST describes your annual household income? (without "not provided")**

Q31. What is your annual household income	Number	Percent
Under \$25K	4	0.8 %
\$25K to \$49,999	14	2.8 %
\$50K to \$74,999	39	7.9 %
\$75K to \$124,999	81	16.5 %
\$125K to \$149,999	50	10.2 %
\$150K+	304	61.8 %
Total	492	100.0 %

Section 7

Survey Instrument

Village of Key Biscayne 2018 Community Survey

Your input is an important part of the Village of Key Biscayne's ongoing efforts to provide quality Village services to residents. This survey will only take 10-15 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid, return reply envelope. Thank you for your valuable input.

1. **Parks and Recreation Facilities. Please CHECK ALL of the following Parks and Recreation facilities operated by the Village of Key Biscayne that you or other members of your household have visited during the past year.**

____(1) Village of Key Biscayne Community Center
 ____ (2) Adult and adults 55 years or older activities
 in Key Biscayne Community Center

____(3) Fields at Mast Academy
 ____ (4) Sports fields (e.g. baseball, softball, soccer, football)
 ____ (5) Village Parks and Playgrounds

2. **Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with each of the following programs, facilities, and services provided by the Community Center by circling the number to the right of each item. [If you have not used the Village of Key Biscayne Community Center in the past 12 months, please skip to Question 5.]**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of the swimming pool	5	4	3	2	1	9
02.	Quality of basketball gymnasium	5	4	3	2	1	9
03.	Quality of cardiovascular equipment/fitness area	5	4	3	2	1	9
04.	Quality of the strength training equipment	5	4	3	2	1	9
05.	Quality of adult spaces	5	4	3	2	1	9
06.	Quality of teen room/game room	5	4	3	2	1	9
07.	Quality of indoor playground	5	4	3	2	1	9
08.	Quality of computer lab	5	4	3	2	1	9
09.	Cleanliness of the Center	5	4	3	2	1	9
10.	Availability of open space	5	4	3	2	1	9
11.	Hours of operation	5	4	3	2	1	9
12.	Knowledge of Center staff	5	4	3	2	1	9
13.	Courtesy of Center staff	5	4	3	2	1	9
14.	Availability of parking	5	4	3	2	1	9
15.	Adult and adults 55 years or older programs and classes (e.g. fitness programs, lunches, bingo, trips)	5	4	3	2	1	9
16.	Group exercise classes	5	4	3	2	1	9
17.	Quality of instructors for group exercise classes	5	4	3	2	1	9
18.	Quality of instructors for adult classes	5	4	3	2	1	9
19.	Quality of instructors for youth classes	5	4	3	2	1	9
20.	Availability of youth activities	5	4	3	2	1	9
21.	Availability of adult activities	5	4	3	2	1	9
22.	Availability of adults 55 years or older activities	5	4	3	2	1	9

3. **Which THREE of the items listed in Question 2 are MOST IMPORTANT to your household's enjoyment of the Community Center? [Write in your answers below using the numbers from Question 2, or circle "NONE".]**

1st: ____ 2nd: ____ 3rd: ____ NONE

4. Which **ONE** of the following statements best represents how often you and other members of your household use the Community Center, on average?

☐ (1) Daily ☐ (3) Once per week ☐ (5) Less than once per month
☐ (2) Several times per week ☐ (4) Several times per month

5. **Improvements.** Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following major actions that the Village of Key Biscayne could take to improve existing Parks and Recreation Facilities.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	Expand the Fitness Center area at the Community Center, including purchasing additional equipment	5	4	3	2	1	9
02.	Develop additional gymnasium space for basketball/volleyball, etc.	5	4	3	2	1	9
03.	Develop additional indoor performance venues (auditorium/theater)	5	4	3	2	1	9
04.	Develop additional program space for adults	5	4	3	2	1	9
05.	Develop new sports fields (e.g. baseball, soccer)	5	4	3	2	1	9
06.	Expand the Game Room for teen activities at the Community Center	5	4	3	2	1	9
07.	Develop a larger swimming pool at the Community Center	5	4	3	2	1	9
08.	Renovate the bathroom/locker rooms at the Community Center	5	4	3	2	1	9
09.	Acquire open space for passive activities (e.g. trails, picnicking)	5	4	3	2	1	9
10.	Acquire open space for active recreation (e.g. developing soccer, baseball, softball fields)	5	4	3	2	1	9
11.	Develop additional parking access to the Community Center	5	4	3	2	1	9
12.	Acquire and develop pocket parks within the community	5	4	3	2	1	9

6. Which **THREE** of the actions listed in Question 5 are **MOST IMPORTANT** to you and members of your household with regard to improving the existing Community Center and/or possibly developing additional indoor programming spaces at other locations? *[Write in your answers below using the numbers from Question 5, or circle "NONE".]*

1st: _____ 2nd: _____ 3rd: _____ NONE

7. How supportive are you of the Village of Key Biscayne purchasing land in the Village for the development of additional parks, recreation, sports facilities, etc.?

☐ (5) Very Supportive ☐ (3) Neutral ☐ (1) Not at All Supportive
☐ (4) Somewhat Supportive ☐ (2) Not Supportive

8. Please **CHECK ALL** of the following reasons that may prevent you or other members of your household from using parks, recreation, and sports facilities or programs of the Village of Key Biscayne more often.

☐ (01) Facilities are not well maintained ☐ (08) Fees are too high
☐ (02) Program or facility not offered ☐ (09) Poor customer service by staff
☐ (03) Facilities lack the right equipment ☐ (10) I do not know what is being offered
☐ (04) Use facilities in other cities ☐ (11) Facility operating hours not convenient
☐ (05) Lack of quality programs ☐ (12) Registration for programs is difficult
☐ (06) Classes are full ☐ (13) Lack of parking
☐ (07) Program times are not convenient ☐ (14) Other: _____

9. Information. Please CHECK ALL of the ways you currently get news and information about Village programs, services, and events.

- ☐ (01) Village Website ☐ (05) Facebook ☐ (09) WhatsApp chats
☐ (02) Local newspapers ☐ (06) NextDoor ☐ (10) Other: _____
☐ (03) Local television ☐ (07) E-mail updates/Village Connect
☐ (04) Radio ☐ (08) Friends, family, neighbors

10. From which THREE sources of information listed in Question 9 would you MOST PREFER to get information about Village programs, services, and events? [Write in your answers below using the numbers from Question 9, or circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ NONE

11. Library. How many visits have you made to the local Miami-Dade County library branch located in the Village of Key Biscayne during the past 12 months?

- ☐ (1) None [Skip to Q12.] ☐ (3) 3-5 ☐ (5) 10+
☐ (2) 1-2 ☐ (4) 6-10

11a. Please rate your overall satisfaction with the Miami-Dade County library branch located in the Village of Key Biscayne.

- ☐ (5) Very Satisfied ☐ (3) Neutral ☐ (1) Very Dissatisfied
☐ (4) Satisfied ☐ (2) Dissatisfied

12. Police Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Village efforts to prevent crime	5	4	3	2	1	9
2.	Enforcement of local traffic laws	5	4	3	2	1	9
3.	Police response times to emergencies	5	4	3	2	1	9
4.	Visibility of police in neighborhoods	5	4	3	2	1	9
5.	Visibility of police in retail areas	5	4	3	2	1	9
6.	Overall quality of local police protection	5	4	3	2	1	9
7.	Professionalism of employees responding to emergencies	5	4	3	2	1	9

13. Fire Services. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local fire rescue protection	5	4	3	2	1	9
2.	Professionalism of employees responding to emergencies	5	4	3	2	1	9
3.	How quickly fire rescue responds to 911 emergencies	5	4	3	2	1	9
4.	Quality of Emergency Medical Services (EMS)	5	4	3	2	1	9

- 14. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the following services provided by the Village of Key Biscayne.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of fire rescue services	5	4	3	2	1	9
02.	Over quality of police services	5	4	3	2	1	9
03.	Overall quality of zoning	5	4	3	2	1	9
04.	Overall quality of code enforcement	5	4	3	2	1	9
05.	Overall quality of beach maintenance	5	4	3	2	1	9
06.	Overall quality of streets	5	4	3	2	1	9
07.	Overall quality of Community Center	5	4	3	2	1	9
08.	Overall quality of sports fields	5	4	3	2	1	9
09.	Overall quality of special events	5	4	3	2	1	9
10.	Overall traffic conditions within the community	5	4	3	2	1	9
11.	Overall quality of traffic enforcement	5	4	3	2	1	9
12.	Adequacy of Village street lighting	5	4	3	2	1	9
13.	Overall quality of sidewalks	5	4	3	2	1	9
14.	Quality and access to public education	5	4	3	2	1	9
15.	Communication by Village officials to residents	5	4	3	2	1	9

- 15. Which THREE of the items listed in Question 14 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 14, or circle "NONE".]**

1st: ____ 2nd: ____ 3rd: ____ NONE

- 16. Communication. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about Village services and activities	5	4	3	2	1	9
2.	Level of public involvement in local decision making	5	4	3	2	1	9
3.	Quality of the Village's website	5	4	3	2	1	9
4.	Efforts by the Village to keep you informed about local issues	5	4	3	2	1	9
5.	Quality of the Village's social media outlets	5	4	3	2	1	9
6.	Timeliness of information provided by the Village	5	4	3	2	1	9

17. Perception of the Village. Please rate the Village of Key Biscayne with regard to the following using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor".

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
01.	As a place to live	5	4	3	2	1	9
02.	As a place to raise children	5	4	3	2	1	9
03.	As a place to educate children	5	4	3	2	1	9
04.	As a place to work	5	4	3	2	1	9
05.	As a place for play and leisure	5	4	3	2	1	9
06.	As a place to visit	5	4	3	2	1	9
07.	As a place to retire	5	4	3	2	1	9
08.	As a place to seasonally reside	5	4	3	2	1	9
09.	Overall quality of life	5	4	3	2	1	9
10.	Overall sense of community	5	4	3	2	1	9
11.	Overall image of the City	5	4	3	2	1	9
12.	As a city that is moving in the right direction	5	4	3	2	1	9
13.	As a city committed to green and sustainable practices	5	4	3	2	1	9
14.	Emergency preparedness	5	4	3	2	1	9
15.	How well the Village is planning for the future	5	4	3	2	1	9

18. Please rate your level of agreement with the following statements using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	My household is prepared with food, water and other supplies for an emergency such as a hurricane	5	4	3	2	1	9
2.	I know where to get information during an emergency	5	4	3	2	1	9

19. Do you think the level of code enforcement and ordinance established by the Village of Key Biscayne in your neighborhood is...

____ (1) Too much/Too restrictive ____ (3) Too little/Not restrictive enough
 ____ (2) About right ____ (9) Don't know

20. Village Priorities. Using a scale of 1 to 5, where 5 means "Very High Priority" and 1 means "Very Low Priority", please indicate how high of a priority should be placed on each of the following items.

		Very High Priority	High Priority	Medium Priority	Low Priority	Very Low Priority	Don't Know
1.	Beach re-nourishment	5	4	3	2	1	9
2.	Stormwater improvements	5	4	3	2	1	9
3.	Burying of power lines	5	4	3	2	1	9
4.	Installation of smart traffic signalization to improve traffic flow	5	4	3	2	1	9
5.	Sea level rise mitigation	5	4	3	2	1	9
6.	Parking in the Village	5	4	3	2	1	9

21. Which THREE of the items listed in Question 20 should receive the MOST EMPHASIS from Village leaders over the next TWO years? [Write in your answers below using the numbers from Question 20, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

Demographics

26. Including yourself, how many people in your household are...

Under age 5: ____	Ages 15-19: ____	Ages 35-44: ____	Ages 65-74: ____
Ages 5-9: ____	Ages 20-24: ____	Ages 45-54: ____	Ages 75+: ____
Ages 10-14: ____	Ages 25-34: ____	Ages 55-64: ____	

27. What is your age? _____ years**28. How many years have you lived in the Village of Key Biscayne? _____ years****29. How many months per-year do you live in the Village of Key Biscayne? _____ months****30. Do you live in a single-family home or an apartment/condominium?**

____(1) Single-family residence ____ (2) Multi-family housing, such as an apartment or condominium

31. Which of the following BEST describes your annual household income?

____(1) Under \$25,000	____(3) \$50,000 to \$74,999	____(5) \$125,000 to \$149,999
____(2) \$25,000 to \$49,999	____(4) \$75,000 to \$124,999	____(6) \$150,000 or more

32. What changes would you like to see in Key Biscayne that would make the Village a better place for you and your family to live, work, play, or visit?

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

Your responses will remain completely confidential. The information printed to the right will ONLY be used to understand differences in attitudes and behaviors in the Key Biscayne area. Thank you.